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ABSTRACT

This report describes a survey of 942 California State University, Northridge, (CSUN) library patrons conducted from March 15 through April 15, 1987. The survey was administered by student interviewers who approached patrons exiting the two CSUN libraries and asked them questions from the survey questionnaire. Survey findings are briefly summarized for the following areas: (1) patrons' purpose for entering the library; (2) bibliographic instruction; (3) library hours; (4) use of the online catalog; (5) loan period for graduate students; (6) copier service; (7) complaints; (8) library materials; (9) library services and facilities; (10) use of the library by non-CSUN people; (11) the worst thing about the library; and (12) the best thing about the library. Appendices, which make up three quarters of the document, include the survey questionnaire, responses to questions with unweighted and weighted frequencies, responses of CSUN students only to selected questions, comments on the worst thing about the library, comments on the best thing about the library, and comments and suggestions for improving the library. (KM)

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CSUN LIBRARIES

PATRON SURVEY

March 15 to April 15, 1987

Susan Eichelberger
September 3, 1987

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California State University, Northridge (CSUN) is located in the San Fernando Valley and is the third largest campus of the California State University system with 29,000 students and 1,000 faculty. The University Libraries contain over 900,000 volumes housed in two buildings. The Oviatt Library, the "main" library, contains the humanities and social science collections. The South Library contains the science and technology collection.

SURVEY ADMINISTRATION

A survey of library patrons was conducted March 15 through April 15, 1987. Student interviewers approached patrons as they were leaving the library and asked them the questions on the survey questionnaire. Two interviewers were stationed in Oviatt Library and one in South Library each hour the survey was conducted, three to five hours each day throughout the four week period.

An exit count was taken each hour the survey was conducted and was used to weigh the responses. Weighted responses were produced in the same manner as in the CSUN Libraries patron survey conducted in 1976. The weight factor is the number of people who exited per hour divided by the number of respondents per hour. The weight factor was then multiplied by the response for that hour to produce the weighted response. The weight factor inflates the number of responses in order to determine the relationship of respondents actually surveyed to the total population per hour. This produces a hypothetical response that accounts for each person who used the libraries during the time the survey was conducted.

Unless otherwise noted the responses quoted in this report are unweighted responses for the question.

PROFILE OF RESPONDENTS

A total of 942 patrons completed the questionnaire. Approximately two-thirds of the respondents answered the questionnaire in Oviatt Library and one-third in South Library. The vast majority, 88.8 percent, of the respondents were CSUN students. CSUN student respondents were 9.4 percent freshmen, 13.4 percent sophomores, 26.6 percent juniors, 37.6 percent seniors, 12.5 percent graduate students and .5 percent other such as extension.

The next largest group of respondents was other college and university students comprising 3.1 percent of the total. The top five institutions from which these students came are Pierce Junior College with 31 percent of the other college and university students, UCLA with 17.2 percent and Moorpark Junior College, Valley Junior College and USC with 6.9 percent each.

Local residents and business persons made up the third largest group of respondents at 2.7 percent. Junior high and high school students were 2.1 percent of the total number of respondents. CSUN alumni made up 1.3 percent of the respondents. CSUN faculty made up .7 percent and CSUN staff .5 percent. Bibliographic Society members were .5 percent of the respondents and other university faculty made up .2 percent of total number of respondents.

PURPOSE FOR ENTERING THE LIBRARY

The most popular reason respondents had for entering the library was to study their own materials, 38.9 percent came for this reason. The next most popular reasons for using the library were to do research using library materials (23.7 percent), to checkout or renew books (6.4 percent), to meet a friend (6.2 percent) and because the respondent was employed in the library (5.1 percent). The overwhelming majority, 88.4 percent, accomplished their purpose for entering the library.

Of the 11.6 percent who said they did not accomplish their purpose for entering the library the reason they did not may be classified as either a library or a patron failure. Library failures, such as library materials being checked out or missing, the computer being down and the building being too hot, accounted for 43 percent of the reasons respondents did not accomplish their purpose. Patron failures, such as procrastination and friends not showing up, accounted for 57 percent of the reasons respondents did not accomplish their purpose for entering the library.

Of those who came to use library materials (342 of the respondents) an overwhelming number, 86.3 percent, said that library holdings were adequate for their needs. Of the 13.7 percent who did not find library holdings adequate fourteen respondents said the material was not in the library, eleven complained there was not enough material and four stated the material was not up-to-date.

Only 199 of the respondents looked for books. Of those looking for books 7.5 percent didn't find any, 77 percent found one to five books, 12 percent found six to ten, 2.5 percent found eleven to twenty books and 1 percent found twenty-one to thirty books. Ninety respondents looked for current periodicals. Twenty percent of these did not find any, 64.5 percent found one to five current periodicals, 12.1 percent found six to ten and 3.4 percent found eleven to fifteen. Fifty-five respondents looked for bound periodicals. Of those looking for bound periodicals 16.4 percent didn't find any, 69.2 percent found one to five, 9 percent found six to ten and 5.4 percent found eleven to eighteen.

BIBLIOGRAPHIC INSTRUCTION

Approximately two-thirds of all respondents had asked staff for help during the spring semester. Less than half had had a tour or a library lecture. Almost two-thirds had used bibliographies or information handouts. One-third of the respondents said they would take an "Introduction to Library Research" class.

Of the CSUN students responding to the survey 66.8 percent had asked staff for help during the semester, 52 percent had had a tour or a library lecture and 63.1 percent had used bibliographies or informational handouts. One-third of the CSUN students said they would take an "Introduction to Library Research" class; 13 percent would take the research class one day a week, 3.7 percent would take it one night a week, 3.1 percent would take it during summer session, 13.9 percent would take it at any of these times, and 66.2 percent were not interested in the class.

HOURS

The vast majority of the respondents, 92.2 percent, said they came to the library either daily or weekly during the spring semester; 36.3 percent of the respondents came to the library daily or more than once a day and 55.9 percent came to the library weekly.

Less than half of the respondents expressed a preference for morning hours. Of those expressing a preference for weekday morning hours 48.7 percent would come to the library if it was open by 7 A.M. or earlier on weekdays and 28.7 percent would come at 8 A.M. On Saturday mornings 31.8 percent would come at 8 A.M. or earlier and 30.9 percent would come at 9 A.M. On Sunday mornings 44.1 percent would come at 9 A.M. or earlier, 31.5 percent would come at 10 A.M., 6.8 percent would come at 11 A.M. and 8.6 percent would come at noon.

On Monday through Thursday nights 41.2 percent of the respondents with a preference would leave at 10 P.M. or earlier, 20.4 percent would leave at 11 P.M., 28.7 percent would leave at midnight and 6.7 percent would leave at 1 A.M. or later or want the library to stay open 24 hours a day. On Friday evenings 25.1 percent of those with a preference would leave at 5 P.M. or earlier, 26.5 percent would leave between 6 P.M. and 8 P.M., 24.9 percent would

leave between 9 P.M. and 10 P.M. and 20.6 percent would leave between 10 P.M. and midnight.

On Saturday evenings 22 percent of respondents with a preference would leave at 5 P.M. or earlier, 27.1 percent would leave between 6 P.M. and 8 P.M., 29.4 percent would leave between 9

P.M. and 10 P.M., and 17.8 percent would leave between 10 P.M. and midnight. On Sundays 59.3 percent of those with a preference would leave by 10 P.M. or earlier, 10.9 percent would leave at 11 P.M., 22 percent would leave at midnight and 7.8 percent would leave at 1 A.M. or later or would like the library to be open 24 hours a day.

ONLINE CATALOG

One-third of the respondents had used the online catalog. Of these 89.2 percent had a somewhat favorable or very favorable attitude towards it. The most popular way to learn how to use the online catalog was from library staff; 30.6 percent of those who had used the online catalog learned how to use it this way. A close second was learning to use the online catalog by themselves, 27.4 percent learned this way. The other respondents who had used the online catalog learned from printed instructions (20.2 percent), from a friend (12.2 percent), from terminal instructions (4.6 percent) and from lecture or orientation (4.6 percent).

LOAN PERIOD FOR GRADUATE STUDENTS

Of those surveyed 41.3 percent thought graduate students should not have a longer loan period, 18.2 percent were undecided and 40.5 percent thought graduate students should have a longer loan period. Of the respondents who thought graduates should have a longer loan period 45.3 percent thought the loan period should be three weeks, 43.4 percent thought it should be four weeks and 11.3 percent had other ideas.

COPIER SERVICE

A large majority, 79.3 percent, said they would use a copier service. Of those who said they would use a copier service 76.1 percent said the most they would pay per page would be five cents, 18.1 percent would pay ten cents, 3.5 percent would pay fifteen cents, 1.6 percent would pay twenty cents and .7 percent would pay twenty-five cents per page.

COMPLAINTS

Only 14.1 percent of the respondents had ever made a complaint about the library to a library staff member. The most common complaint was about noise (twenty-three respondents had complained about noise). The next most common complaints were library material (fifteen respondents), fines (twelve respondents), library staff (twelve respondents), temperature

(twelve respondents) and photocopiers (ten respondents). The complaints about temperature are understandable. During the four weeks the survey was conducted the air conditioning system in Oviatt Library had broken down and there was a heat wave.

Of those who had complained 33 percent reported unsatisfactory results from their complaint, 31 percent had satisfactory results, 24 percent did not respond to this question, 7 percent were given an explanation by library staff and 4 percent did not know the result of their complaint.

EVALUATION OF LIBRARY MATERIALS

The book collection was rated good or excellent by 88.9 percent of the respondents, poor or very poor by 4.6 percent and only 6.5 percent had never used the book collection. Current periodicals were rated good or excellent by 69.1 percent of those surveyed, poor or very poor by 14.1 percent and 16.9 percent had never used current periodicals. Bound periodicals were rated good or excellent by 60.7 percent of respondents, poor or very poor by 11.3 percent and 28.0 percent had never used them.

Microform materials were rated as good or excellent by 49.7 percent of the respondents, poor or very poor by 7.4 percent and 42.9 percent stated they had never used microforms. Government documents were rated good or excellent by 27.6 percent of those surveyed, poor or very poor by 4.2 percent and the majority, 68.1 percent, had never used government documents. The a large majority, 73.6 percent, reported no need for Pacific Rim materials.

EVALUATION OF LIBRARY SERVICES AND FACILITIES

An overwhelming majority, 86 percent, rated the reference desk as good or excellent, only 3.5 percent rated it poor or very poor and 10.5 percent reported never using it. The vast majority, 82.8 percent, rated the circulation desk as good or excellent, 4.1 percent rated it as poor or very poor and 12.9 percent have never used the circulation desk. The Microform Room was rated as good or excellent by 53.4 percent of the respondents, as poor or very poor by 5.2 percent and 41.2 percent stated they have never used it. The Fine Arts Service Desk was rated good or excellent by 28.3 percent, poor or very poor by 4.1 percent and 67.6 percent have never used the Fine Arts Service Desk. Interlibrary loan was rated good or excellent by 20.4 percent, poor or very poor by 3.2 percent with a large majority of respondents, 76.4 percent, never having used interlibrary loan.

Group study rooms were rated good or excellent by 49.2 percent, poor or very poor by 18.4 percent and never used by 32.4 percent

of those surveyed. Individual study rooms were rated as good or excellent by 45 percent, poor or very poor by 13.5 percent and never used by 41.4 percent of the respondents. Seating was evaluated as good or excellent by 79.2 percent, poor or very poor by 16.8 percent and was never used by 4.1 percent of those surveyed. Directional signs were rated as good or excellent by 75.6 percent, poor or very poor by 14.8 percent and not used by 9.6 percent.

Cleanliness received an 80.8 percent good or excellent rating, 17.1 percent think it is poor or very poor and 2.1 percent had no opinion. Noise level was rated by 67.2 percent of the respondents as good or excellent, 30.5 percent rated it poor or very poor and 2.2 percent had no opinion. Interior decorations were rated as good or excellent by 63.1 percent of the respondents, poor or very poor by 30.7 percent and 6.2 percent had no opinion. Rest rooms received 67.9 percent good or excellent rating, 27.1 percent poor or very poor rating and 5 percent had no opinion. Photocopiers were rated as good or excellent by 42.8 percent of the respondents, poor or very poor by 50 percent and 7.2 percent said they never use photocopiers.

USE OF LIBRARY BY NON-CSUN PEOPLE

Only CSUN students, faculty and staff were asked their opinion on use of the library by non-CSUN people. A majority of these, 65.9 percent, tend to or strongly favor use of the library by non-CSUN people. A small number, 12.3 percent, tend to or strongly disfavor non-CSUN people using the library. The rest of the respondents, 21.7 percent, had no opinion on this question.

WHAT IS THE WORST THING ABOUT THE LIBRARY?

Noise level won the prize as the worst thing about the library; 16.4 percent of the respondents answering this question picked noise level as the worst. Second place goes to library hours with 9.7 percent choosing hours as the worst thing; these respondents feel the library closes too early. Photocopiers came in as the third worst thing about the library, with 8.4 percent; these respondents feel that photocopiers are always broken. Library material was chosen as the fourth worst thing about the library, with 6.8 percent. Complaints about library materials include lack of up-to-date material and lack of material on certain subjects such as black history. There was a tie for fifth place between having to open bags as patrons leave the library and seating, both had 6 percent of the respondents answering this question choosing them as the worst thing about the library.

WHAT IS THE BEST THING ABOUT THE LIBRARY?

The best thing about the library is library materials; 31.4 percent of respondents who answered the question felt this way. Most comments were about the variety, size and availability of library resources. Atmosphere came a distant second with 13.8 percent picking it as the best thing about the library. Comments included that the library is a good place to study and has a comfortable, nice environment. Convenience came in third with 9.6 percent choosing convenience as the best thing about the library. Ease of use, accessibility, organization and the fact that the library is here comprised most of the comments on convenience. The library staff was considered the best thing about the library by 9.5 percent of those responding to this question. The staff was appreciated for their helpfulness and friendly attitude. Seating came in fifth with 5.8 percent considering it the best thing about the library.

CSUN LIBRARIES PATRON SURVEY 1987

APPENDICES

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Questionnaire _____
Library _____
Date _____
Time _____

CSUN LIBRARIES PATRON SURVEY

[Circle or fill in the response to each question.]

A. What is your status?

1. CSUN student

a. Class standing

1. Freshman
2. Sophomore
3. Junior
4. Senior
5. Graduate
6. Other _____

b. Major _____

2. Student attending another college or university

Name of college or university _____

3. Student attending junior high or high school

Name of school _____

4. CSUN faculty member

a. Department _____

- b.
 1. Full-time
 2. Part-time

5. Faculty member from another college or university

Name of college or university _____

6. CSUN staff member

7. CSUN alumnus

8. Bibliographic Society Member

9. Local resident or business person

0. Other _____

B. What was your primary reason for entering the library today?

1. Center for Research Libraries collection
2. Change machines
3. Check out books
4. Computer terminals
5. Computerized database search
6. Copying machines
7. Employed in library
8. Fine Arts Service Desk (fourth floor Oviatt Library)
9. Information Desk (lobby Oviatt Library)
10. InfoTrac
11. Instructional Materials Laboratory (first floor South Library)
12. Interlibrary loan
13. Learning Resource Center (first floor South Library)
14. Library on Deafness (third floor South Library)
15. Meet a friend
16. Microform room materials (ground floor Oviatt Library)
17. Online catalog (second floor South Library)
18. Pay a fine
19. Recreational reading
20. Reference desk librarian
21. Researching using library materials
22. Reserve Book Room (third floor South Library)
23. Return books
24. Search Helper
25. Special Collections (ground floor Oviatt Library)
26. Study from own materials
27. Telephone
28. Typing room
29. Urban Archives
30. Other _____

C. Did you accomplish your purpose for entering the library?

1. Yes
2. No Why not? _____

[If the answer to question B was one of the responses in bold type, ask questions D through G. If not, go to question H.]

D. Did you find the library holdings adequate for your needs?

1. Yes
2. No Why not? _____

E. How many books did you look for? _____

How many did you find? _____

F. How many current periodicals did you look for? _____

How many did you find? _____

G. How many bound periodical volumes did you look for? _____

How many did you find? _____ 12

Appendix 1

- H. Have you asked a librarian or library staff member for help this semester?
1. Yes
 2. No
- I. Have you ever had a tour or a lecture about the library?
1. Yes
 2. No
- J. Have you ever used any of the bibliographies or informational handouts provided by the Reference Department?
1. Yes
 2. No
- K. Would you take a one unit "Introduction to Library Research" class?
1. Yes, one day a week during the first five weeks of the semester
 2. Yes, one night a week during the first six weeks of the semester
 3. Yes, during summer session
 4. Yes, possibly any of the times listed above
 5. No, not interested
- L. On average, how many times have you entered the library (either Oviatt or South) this semester?
1. More than once a day
 2. Once a day
 3. 3 or 4 times a week
 4. 1 or 2 times a week
 5. 2 or 3 times a month
 6. Once a month
 7. Once this semester
- M. If you could choose the library's hours what would they be? Please indicate if you have no preference. [If no preference, leave the line blank.]
- I. How early would you come on weekdays? 1. _____
- How early would you come on Saturdays? 2. _____
- How early would you come on Sundays? 3. _____
- II. How late would you stay Monday through Thursday? 1. _____
- How late would you stay on Fridays? 2. _____
- How late would you stay on Saturdays? 3. _____
- How late would you stay on Sundays? 4. _____

N. Online catalog

I. Have you used the online catalog on the second floor of South Library?

1. Yes [If answer is yes, ask parts II and III]
2. No [If answer is no, go to question O]

II. How would you describe your overall attitude toward the online catalog?

1. Very favorable
2. Somewhat favorable
3. Somewhat unfavorable
4. Very unfavorable

III. How did you first learn to use the online catalog?

1. From a friend or someone at a nearby terminal
2. Using printed instructions
3. Using instructions on the terminal screen
4. From the library staff
5. From a library lecture or orientation
6. By myself without any help

O. Do you think graduate students, given their additional research needs, should be able to keep books checked out for a longer period than undergraduates?

1. Yes
2. Undecided
3. No

If yes, how long do you think graduate students should be able to keep books checked out? _____

P. Library photocopy service

I. Would you use a photocopying service if one were located in the library (for example, leaving material to be photocopied with a library worker and returning later to pick it up)?

1. Yes [If yes, ask part II]
2. No [If no, go to question Q]

II. What is the most you would pay per page?

1. Five cents per page
2. Ten cents per page
3. Fifteen cents per page
4. Twenty cents per page
5. Twenty-five cents per page

Q. Have you ever made a complaint about the library to a library staff member?

1. Yes
2. No

If yes, about what? _____

What happened? _____

R. Evaluate the following collections in terms of how they meet your study and research needs.

A = EXCELLENT B = GOOD C = POOR D = VERY POOR
E = NEVER USE

1. Books _____
2. Current periodicals _____
3. Bound periodicals _____
4. Microform materials _____
5. U.S. or California Government Documents _____

S. Pacific Rim materials are books and periodicals dealing with the geographic areas, nations and peoples surrounding the Pacific Ocean. These include the Soviet Union, East Asia, Australia, New Zealand, mid Pacific islands, Canada, the west coast of the United States, Mexico, Central America and Western South America.

Do you have information needs for Pacific Rim materials?

1. Yes
2. No

T. Evaluate the following library services, facilities and equipment.

A = EXCELLENT B = GOOD C = POOR D = VERY POOR
E = NEVER USE

1. Reference Desk _____
2. Circulation Desk _____
3. Microform Room _____
4. Fine Arts Service Desk _____
5. Interlibrary loan _____
6. Group study rooms _____
7. Individual study rooms _____
8. Seating _____
9. Directional signs _____
10. Cleanliness _____
11. Noise level _____
12. Interior decorations _____
13. Rest rooms _____
14. Photocopiers _____

[Ask question U of CSUN students, faculty and staff only.]

U. What is your opinion on the use of the library by non-CSUN people?

1. Strongly favor
2. Tend to favor
3. No opinion
4. Tend to disfavor
5. Strongly disfavor

V. Do you have any comments or suggestions for improving the library's services, collections or facilities?

W. What do you think is the worst thing about the library?

X. What do you think is the best thing about the library?

THANK YOU FOR YOUR HELP IN COMPLETING THIS SURVEY!

RESPONSES BY LIBRARY

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES *	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
OVIATT	* 655 *	69.6%	69.6%	* 38,383 *	75.7%	75.7%
SOUTH	* 286 *	30.4%	100.0%	* 12,342 *	24.3%	100.0%
	*VALID CASES: 941 *			*VALID CASES: 50,725 *		
	*MISSING CASES: 1 *			*MISSING CASES: 0 *		

PATRON STATUS

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES *	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
CSUN STUDENT*	* 836 *	88.8%	88.8%	* 45,461 *	89.6%	89.6%
OTHER STDNT *	* 29 *	3.1%	91.9%	* 1,711 *	3.4%	93.0%
JR/HIGH STDN*	* 20 *	2.1%	94.0%	* 964 *	1.9%	94.9%
CSUN FACULTY*	* 7 *	0.7%	94.8%	* 453 *	0.9%	95.8%
OTHER FAC *	* 2 *	0.2%	95.0%	* 52 *	0.1%	95.9%
CSUN STAFF *	* 5 *	0.5%	95.5%	* 257 *	0.5%	96.4%
CSUN ALUMNI *	* 12 *	1.3%	96.8%	* 496 *	1.0%	97.4%
BIB SOC *	* 5 *	0.5%	97.3%	* 118 *	0.2%	97.6%
LOC RES-BUS *	* 25 *	2.7%	100.0%	* 1,212 *	2.4%	100.0%
	*VALID CASES: 941 *			*VALID CASES: 50,725 *		
	*MISSING CASES: 1 *			*MISSING CASES: 0 *		

CLASS YEAR OF CSUN STUDENTS

CATEGORY	* * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
FRESHMAN	* *	79	9.4%	9.4%	* *	4,965	10.9%	10.9%
SOPHOMORE	* *	112	13.4%	22.8%	* *	6,678	14.7%	25.6%
JUNIOR	* *	223	26.6%	49.4%	* *	12,827	28.2%	53.8%
SENIOR	* *	315	37.6%	87.0%	* *	16,695	36.7%	90.5%
GRADUATE	* *	105	12.5%	99.5%	* *	4,088	9.0%	99.4%
OTHER	* *	4	0.5%	100.0%	* *	255	0.6%	100.0%
*VALID CASES:			838		*VALID CASES:		45,510	
*MISSING CASES:			104		*MISSING CASES:		5,215	

MAJOR OF CSUN STUDENTS

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
ACCT MIS	*	25	3.0%	3.0%	*	1,585	3.6%	3.6%
ANTHR	*	2	0.2%	3.3%	*	108	0.2%	3.8%
ART-GEN	*	7	0.9%	4.1%	*	385	0.9%	4.7%
ART-HIST	*	3	0.4%	4.5%	*	187	0.4%	5.1%
ART-3D	*	4	0.5%	5.0%	*	154	0.3%	5.4%
ART-2D	*	5	0.6%	5.6%	*	80	0.2%	5.6%
BIOLOGY	*	53	6.5%	12.1%	*	2,742	6.1%	11.8%
BUS ADMIN	*	84	10.2%	22.3%	*	4,230	9.5%	21.2%
BUS LAW	*	6	0.7%	23.0%	*	381	0.9%	22.1%
CHEMISTRY	*	11	1.3%	24.4%	*	502	1.1%	23.2%
CHICANO ST	*	6	0.7%	25.1%	*	477	1.1%	24.3%
CHILD DEV	*	9	1.1%	26.2%	*	465	1.0%	25.3%
CIVIL ENG	*	1	0.1%	26.3%	*	66	0.1%	25.5%
COMM DIS	*	1	0.1%	26.4%	*	18	0.0%	25.5%
COMP SCI	*	42	5.1%	31.5%	*	1,790	4.0%	29.5%
DEAF ST	*	5	0.6%	32.2%	*	202	0.5%	30.0%
EARTH SCI	*	2	0.2%	32.4%	*	63	0.1%	30.1%
ECONOMICS	*	13	1.6%	34.0%	*	711	1.6%	31.7%
EDUC-ADMIN	*	4	0.5%	34.5%	*	186	0.4%	32.1%
EDUC-PSYH	*	3	0.4%	34.8%	*	46	0.1%	32.3%
ELE COM ENG	*	8	1.0%	35.8%	*	554	1.2%	33.5%
ELEM EDUC	*	5	0.6%	36.4%	*	194	0.4%	33.9%
ENGINEERING	*	115	14.0%	50.4%	*	6,252	14.0%	48.0%
ENGLISH	*	17	2.1%	52.5%	*	1,155	2.6%	50.5%

MAJOR OF CSUN STUDENTS

CATEGORY	* * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
RTVF	* *	32	3.9%	87.8%	* *	1,742	3.9%	87.4%
REC & LEIS	* *	5	0.6%	88.4%	* *	281	0.6%	88.0%
RELIGION	* *	1	0.1%	88.6%	* *	48	0.1%	88.1%
SOCIOLOGY	* *	21	2.6%	91.1%	* *	1,077	2.4%	90.5%
SPANISH	* *	5	0.6%	91.7%	* *	214	0.5%	91.0%
SPEC EDUC	* *	5	0.6%	92.3%	* *	307	0.7%	91.7%
SPEECH COMM	* *	19	2.3%	94.6%	* *	973	2.2%	93.9%
THEATRE	* *	5	0.6%	95.2%	* *	455	1.0%	94.9%
UNDECIDED	* *	36	4.4%	99.6%	* *	2,177	4.9%	99.8%
URBAN ST	* *	3	0.4%	100.0%	* *	96	0.2%	100.0%
*VALID CASES:			821		*VALID CASES:		44,581	
*MISSING CASES:			121		*MISSING CASES:		6,144	

OTHER COLLEGE STUDENTS

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES *	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
MISSION JC	1	3.4%	3.4%	62	3.7%	3.7%
MOORHARK JC	2	6.9%	10.3%	56	3.4%	7.1%
PIERCE JC	9	31.0%	41.4%	672	40.4%	47.5%
VALLEY JC	2	6.9%	48.3%	33	2.0%	49.5%
OTHER CSU	2	6.9%	55.2%	112	6.7%	56.2%
UCLA	5	17.2%	72.4%	286	17.2%	73.5%
OTHER UC	1	3.4%	75.9%	44	2.7%	76.1%
PEPPERDINE	1	3.4%	79.3%	48	2.9%	79.0%
USC	2	6.9%	86.2%	112	6.8%	85.7%
OTHER CA COL	3	10.3%	96.6%	145	8.7%	94.4%
OUT OF STATE	1	3.4%	100.0%	93	5.6%	100.0%
*VALID CASES:		29	*VALID CASES:		1,662	
*MISSING CASES:		913	*MISSING CASES:		49,063	

Appendix 2

JR HIGH OR HIGH SCHOOL STUDENTS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY

AGOURA HI	*	1	5.0%	5.0%	*	13	1.4%	1.4%

CALABASAS HI	*	1	5.0%	10.0%	*	48	4.9%	6.3%

CHAMINADE HI	*	4	20.0%	30.0%	*	118	12.3%	18.6%

CHATSWORTH H	*	1	5.0%	35.0%	*	34	3.5%	22.1%

CLEVELAND HI	*	4	20.0%	55.0%	*	140	14.5%	36.7%

EL CAMINO HI	*	1	5.0%	60.0%	*	146	15.1%	51.8%

KENNEDY HI	*	1	5.0%	65.0%	*	67	6.9%	58.7%

MONROE HI	*	2	10.0%	75.0%	*	87	9.0%	67.7%

OUR LDY-LOUR	*	1	5.0%	80.0%	*	54	5.6%	73.2%

SEPULVEDA JR	*	1	5.0%	85.0%	*	40	4.1%	77.3%

TAFT HI	*	1	5.0%	90.0%	*	107	11.1%	88.5%

VAN NUYS HI	*	1	5.0%	95.0%	*	46	4.7%	93.2%

W REID JR	*	1	5.0%	100.0%	*	66	6.8%	100.0%

*VALID CASES:		20			*VALID CASES:		964	

*MISSING CASES:		922			*MISSING CASES:		49,761	

FULL OR PART TIME FACULTY

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY

FULL-TIME	*	6	85.7%	85.7%	*	441	97.5%	97.5%

PART-TIME	*	1	14.3%	100.0%	*	11	2.5%	100.0%

*VALID CASES:		7			*VALID CASES:		453	

*MISSING CASES:		935			*MISSING CASES:		50,272	

Appendix C
REASON FOR ENTERING LIBRARY

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
CRL COLLECT	4	0.4%	0.4%	213	0.4%	0.4%
CHANGE MACH	4	0.4%	0.9%	320	0.6%	1.1%
CHK OUT-REN	60	6.4%	7.2%	2,856	5.7%	6.7%
COMP TERM	9	1.0%	8.2%	423	0.8%	7.6%
DBASE SRCH	2	0.2%	8.4%	58	0.1%	7.7%
COPIER	29	3.1%	11.5%	1,483	2.9%	10.6%
EMPLOYED LIB	48	5.1%	16.6%	2,936	5.8%	16.4%
FINE ARTS	7	0.7%	17.4%	219	0.4%	16.9%
INFOTRAC	2	0.2%	17.6%	138	0.3%	17.1%
IML	5	0.5%	18.1%	216	0.4%	17.6%
LRC	6	0.6%	18.8%	240	0.5%	18.1%
LIB ON DEAF	1	0.1%	18.9%	56	0.1%	18.2%
MEET FRIEND	58	6.2%	25.1%	3,767	7.5%	25.6%
MICROFORM	12	1.3%	26.3%	686	1.4%	27.0%
ONLINE CAT	4	0.4%	26.8%	127	0.3%	27.2%
PAY FINES	4	0.4%	27.2%	277	0.6%	27.8%
REC READING	11	1.2%	28.4%	625	1.2%	29.0%
REF LIBRN	1	0.1%	28.5%	143	0.3%	29.3%
RESEARCH	222	23.7%	52.1%	11,007	21.8%	51.1%
RES BK RM	10	1.1%	53.2%	367	0.7%	51.9%
RET BOOKS	14	1.5%	54.7%	706	1.4%	53.3%
SRCH HELPER	1	0.1%	54.8%	66	0.1%	53.4%
ST OWN MATRL	365	38.9%	93.7%	20,291	40.2%	93.6%
TELEPHONE	6	0.6%	94.3%	335	0.7%	94.3%
TYPING RM	6	0.6%	95.0%	221	0.4%	94.7%
OTHER	47	5.0%	100.0%	2,654	5.3%	100.0%
*VALID CASES:		938		*VALID CASES:	50,432	
*MISSING CASES:		4		*MISSING CASES:	293	

DID YOU ACCOMPLISH YOUR PURPOSE
FOR ENTERING THE LIBRARY?

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* 829 *	88.4%	88.4%	* 44,142 *	87.5%	87.5%
NO	* 109 *	11.6%	100.0%	* 6,329 *	12.5%	100.0%
	* *			* *		
	*VALID CASES: 938 *			*VALID CASES: 50,471 *		
	*MISSING CASES: 4 *			*MISSING CASES: 254 *		

DID YOU FIND THE LIBRARY HOLDINGS
ADEQUATE FOR YOUR NEEDS?

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* 295 *	86.3%	86.3%	* 14,573 *	85.5%	85.5%
NO	* 47 *	13.7%	100.0%	* 2,476 *	14.5%	100.0%
	* *			* *		
	*VALID CASES: 342 *			*VALID CASES: 17,049 *		
	*MISSING CASES: 600 *			*MISSING CASES: 33,676 *		

NUMBER OF BOOKS LOOKED FOR

CATEGORY	* * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
1	* *	47	23.6%	23.6%	* *	2,798	26.7%	26.7%
2	* *	28	14.1%	37.7%	* *	1,358	13.0%	39.6%
3	* *	22	11.1%	48.7%	* *	1,176	11.2%	50.8%
4	* *	27	13.6%	62.3%	* *	1,214	11.6%	62.4%
5	* *	19	9.5%	71.9%	* *	1,019	9.7%	72.1%
6	* *	6	3.0%	74.9%	* *	323	3.1%	75.2%
7	* *	9	4.5%	79.4%	* *	497	4.7%	80.0%
8	* *	6	3.0%	82.4%	* *	294	2.8%	82.8%
10	* *	23	11.6%	94.0%	* *	1,328	12.7%	95.4%
12	* *	1	0.5%	94.5%	* *	29	0.3%	95.7%
13	* *	1	0.5%	95.0%	* *	40	0.4%	96.1%
15	* *	1	0.5%	95.5%	* *	11	0.1%	96.2%
20	* *	5	2.5%	98.0%	* *	221	2.1%	98.3%
25	* *	2	1.0%	99.0%	* *	62	0.6%	98.9%
26	* *	1	0.5%	99.5%	* *	78	0.7%	99.6%
30	* *	1	0.5%	100.0%	* *	39	0.4%	100.0%
	* *	*VALID CASES:	199		* *	*VALID CASES:	10,486	
		*MISSING CASES:	743			*MISSING CASES:	40,239	

Appendix 2

NUMBER OF BOOKS FOUND

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
0	* *	15	7.5%	7.5%	* *	1,001	9.5%	9.5%
1	* *	47	23.7%	31.2%	* *	2,548	24.3%	33.8%
2	* *	42	21.2%	52.4%	* *	1,971	18.8%	52.6%
3	* *	36	18.1%	70.5%	* *	1,834	17.5%	70.1%
4	* *	19	9.5%	80.0%	* *	1,147	10.9%	81.0%
5	* *	9	4.5%	84.5%	* *	593	5.7%	86.7%
6	* *	5	2.5%	87.0%	* *	146	1.4%	88.1%
7	* *	5	2.5%	89.5%	* *	209	2.0%	90.1%
8	* *	8	4.0%	93.5%	* *	523	5.0%	95.1%
10	* *	6	3.0%	96.5%	* *	281	2.6%	97.7%
12	* *	1	0.5%	97.0%	* *	37	0.4%	98.1%
15	* *	2	1.0%	98.0%	* *	33	0.3%	98.4%
20	* *	2	1.0%	99.0%	* *	62	0.6%	99.0%
25	* *	1	0.5%	99.5%	* *	62	0.6%	99.6%
30	* *	1	0.5%	100.0%	* *	39	0.4%	100.0%
*VALID CASES:			199		*VALID CASES:		10,486	
*MISSING CASES:			743		*MISSING CASES:		40,239	

CURRENT PERIODICALS LOOKED FOR

CATEGORY	* * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
1	* *	24	26.7%	26.7%	* *	1,377	30.3%	30.3%
2	* *	15	16.7%	43.3%	* *	660	14.5%	44.8%
3	* *	9	10.0%	53.3%	* *	584	12.8%	57.6%
4	* *	10	11.1%	64.4%	* *	420	9.2%	66.8%
5	* *	13	14.4%	78.9%	* *	825	18.1%	85.0%
6	* *	3	3.3%	82.2%	* *	81	1.8%	86.8%
7	* *	3	3.3%	85.6%	* *	74	1.6%	88.4%
8	* *	1	1.1%	86.7%	* *	78	1.7%	90.1%
10	* *	7	7.8%	94.4%	* *	266	5.8%	95.9%
12	* *	1	1.1%	95.6%	* *	28	0.6%	96.5%
16	* *	1	1.1%	96.7%	* *	34	0.7%	97.3%
20	* *	2	2.2%	98.9%	* *	106	2.3%	99.6%
30	* *	1	1.1%	100.0%	* *	17	0.4%	100.0%
*VALID CASES:		90			*VALID CASES:		4,549	
*MISSING CASES:		852			*MISSING CASES:		46,176	

CURRENT PERIODICALS FOUND

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
0	* *	18	20.0%	20.0%	* *	1,044	23.0%	23.0%
1	* *	22	24.4%	44.4%	* *	1,216	26.7%	49.7%
2	* *	14	15.6%	60.0%	* *	664	14.6%	64.3%
3	* *	9	10.0%	70.0%	* *	403	8.9%	73.2%
4	* *	5	5.6%	75.6%	* *	219	4.8%	78.0%
5	* *	8	8.9%	84.5%	* *	455	10.0%	88.0%
6	* *	3	3.3%	87.8%	* *	108	2.4%	90.4%
7	* *	3	3.3%	91.1%	* *	93	2.0%	92.4%
8	* *	2	2.2%	93.3%	* *	85	1.9%	94.3%
10	* *	3	3.3%	96.6%	* *	123	2.6%	96.9%
12	* *	2	2.2%	98.8%	* *	71	1.6%	98.5%
15	* *	1	1.2%	100.0%	* *	70	1.5%	100.0%
	* *	*VALID CASES:	90		* *	*VALID CASES:	4,549	
	* *	*MISSING CASES:	852		* *	*MISSING CASES:	46,176	

BOUND PERIODICALS LOOKED FOR

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
1	*	13	23.6%	23.6%	*	612	24.3%	24.3%
2	*	11	20.0%	43.6%	*	399	15.8%	40.1%
3	*	11	20.0%	63.6%	*	515	20.4%	60.4%
4	*	6	10.9%	74.5%	*	273	10.8%	71.3%
5	*	2	3.6%	78.2%	*	131	5.2%	76.5%
6	*	4	7.3%	85.5%	*	183	7.3%	83.7%
7	*	1	1.8%	87.3%	*	15	0.6%	84.3%
8	*	1	1.8%	89.1%	*	23	0.9%	85.2%
10	*	2	3.6%	92.7%	*	101	4.0%	89.2%
20	*	4	7.3%	100.0%	*	271	10.8%	100.0%
	*				*			
		*VALID CASES:	55			*VALID CASES:	2,524	
		*MISSING CASES:	887			*MISSING CASES:	48,201	

BOUND PERIODICALS FOUND

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
0	* *	9	16.4%	16.4%	* *	240	9.5%	9.5%
1	* *	11	20.0%	36.4%	* *	585	23.2%	32.7%
2	* *	11	20.0%	56.4%	* *	665	26.3%	59.0%
3	* *	8	14.7%	71.1%	* *	309	12.2%	71.2%
4	* *	6	10.9%	82.0%	* *	238	9.4%	80.6%
5	* *	2	3.6%	85.6%	* *	131	5.2%	85.8%
6	* *	1	1.8%	87.4%	* *	40	1.6%	87.4%
7	* *	1	1.8%	89.2%	* *	15	0.6%	88.0%
8	* *	2	3.6%	92.8%	* *	30	1.2%	89.2%
10	* *	1	1.8%	94.6%	* *	34	1.3%	90.5%
12	* *	1	1.8%	96.4%	* *	37	1.5%	92.0%
15	* *	1	1.8%	98.2%	* *	169	6.7%	98.7%
18	* *	1	1.8%	100.0%	* *	32	1.3%	100.0%
	* *	*VALID CASES:	55		* *	*VALID CASES:	2,524	
	* *	*MISSING CASES:	887		* *	*MISSING CASES:	48,201	

HAVE YOU ASKED A LIBRARIAN OR LIBRARY STAFF MEMBER
FOR HELP THIS SEMESTER?

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* *	614	65.6%	65.6%	* *	32,082	63.7%	63.7%
NO	* *	322	34.4%	100.0%	* *	18,289	36.3%	100.0%
*VALID CASES: 936					*VALID CASES: 50,371			
*MISSING CASES: 6					*MISSING CASES: 354			

HAVE YOU EVER HAD A TOUR OR A LECTURE
ABOUT THE LIBRARY?

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* *	453	48.3%	48.3%	* *	24,527	48.7%	48.7%
NO	* *	484	51.7%	100.0%	* *	25,857	51.3%	100.0%
*VALID CASES: 937					*VALID CASES: 50,384			
*MISSING CASES: 5					*MISSING CASES: 341			

HAVE YOU EVER USED BIBLIOGRAPHIES OR INFORMATIONAL HANDOUTS
PROVIDED BY THE REFERENCE DEPARTMENT?

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* *	583	62.3%	62.3%	* *	31,308	62.2%	62.2%
NO	* *	353	37.7%	100.0%	* *	19,018	37.8%	100.0%
*VALID CASES: 936					*VALID CASES: 50,326			
*MISSING CASES: 6					*MISSING CASES: 399			

WOULD YOU TAKE A ONE UNIT "INTRODUCTION TO LIBRARY RESEARCH" CLASS?

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES *	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES, DAY	114	12.2%	12.2%	7,256	14.4%	14.4%
YES, NIGHT	40	4.3%	16.4%	1,961	3.9%	18.3%
YES, SUMMER	33	3.5%	20.0%	1,652	3.3%	21.6%
YES, ANYTIME	127	13.6%	33.5%	6,086	12.1%	33.7%
NO	623	66.5%	100.0%	33,429	66.3%	100.0%
*VALID CASES:		937		*VALID CASES:		50,384
*MISSING CASES:		5		*MISSING CASES:		341

AVERAGE VISITS THIS SEMESTER

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES *	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
DAILY PLUS	203	21.7%	21.7%	11,414	22.7%	22.7%
DAILY	137	14.6%	36.3%	7,152	14.2%	36.9%
3-4 PER WK	248	26.5%	62.8%	14,067	28.0%	64.8%
1-2 PER WK	199	21.3%	84.1%	9,962	19.8%	84.6%
2-3 PER WK	76	8.1%	92.2%	3,968	7.9%	92.5%
1 PER MO	40	4.3%	96.5%	1,765	3.5%	96.0%
1 PER SEMS	33	3.5%	100.0%	1,999	4.0%	100.0%
*VALID CASES:		936		*VALID CASES:		50,326
*MISSING CASES:		6		*MISSING CASES:		399

HOW EARLY WOULD YOU COME ON WEEKDAYS?

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
1 AM	*	1	0.2%	0.2%	*	28	0.1%	0.1%
4 AM	*	2	0.4%	0.7%	*	59	0.2%	0.4%
5 AM	*	1	0.2%	0.9%	*	57	0.2%	0.6%
6 AM	*	30	6.6%	7.5%	*	1,360	5.6%	6.2%
7 AM	*	188	41.2%	48.7%	*	10,664	43.8%	49.9%
8 AM	*	131	28.7%	77.4%	*	6,956	28.5%	78.5%
9 AM	*	42	9.2%	86.6%	*	2,336	9.6%	88.1%
10 AM	*	25	5.5%	92.1%	*	1,030	4.2%	92.3%
11 AM	*	7	1.5%	93.6%	*	401	1.6%	93.9%
NOON	*	9	2.0%	95.6%	*	494	2.0%	96.0%
1 PM	*	1	0.2%	95.8%	*	67	0.3%	96.2%
2 PM	*	4	0.9%	96.7%	*	166	0.7%	96.9%
3 PM	*	6	1.3%	98.0%	*	382	1.6%	98.5%
4 PM	*	2	0.4%	98.5%	*	54	0.2%	98.7%
5 PM	*	4	0.9%	99.3%	*	178	0.7%	99.4%
6 PM	*	1	0.2%	99.6%	*	22	0.1%	99.5%
OPEN 24 HRS	*	2	0.4%	100.0%	*	113	0.5%	100.0%
	*				*			
		*VALID CASES:	456			*VALID CASES:	24,366	
		*MISSING CASES:	486			*MISSING CASES:	26,359	

HOW EARLY WOULD YOU COME ON SATURDAYS?

CATEGORY	* * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
4 AM	* *	1	0.2%	0.2%	* *	46	0.2%	0.2%
5 AM	* *	1	0.2%	0.5%	* *	13	0.1%	0.3%
6 AM	* *	5	1.2%	1.7%	* *	287	1.3%	1.6%
7 AM	* *	24	5.7%	7.4%	* *	1,131	5.2%	6.8%
8 AM	* *	103	24.5%	31.8%	* *	5,149	23.5%	30.3%
9 AM	* *	130	30.9%	62.7%	* *	6,492	29.7%	60.0%
10 AM	* *	97	23.0%	85.7%	* *	5,456	24.9%	84.9%
11 AM	* *	15	3.6%	89.3%	* *	597	2.7%	87.6%
NOON	* *	29	6.9%	96.2%	* *	1,757	8.0%	95.7%
1 PM	* *	7	1.7%	97.9%	* *	326	1.5%	97.2%
2 PM	* *	2	0.5%	98.3%	* *	114	0.5%	97.7%
3 PM	* *	1	0.2%	98.6%	* *	54	0.2%	97.9%
4 PM	* *	1	0.2%	98.8%	* *	70	0.3%	98.3%
9 PM	* *	2	0.5%	99.3%	* *	144	0.7%	98.9%
MIDNIGHT	* *	1	0.2%	99.5%	* *	125	0.6%	99.5%
OPEN 24 HRS	* *	2	0.5%	100.0%	* *	113	0.5%	100.0%
		*VALID CASES:	421			*VALID CASES:	21,874	
		*MISSING CASES:	521			*MISSING CASES:	28,851	

HOW EARLY WOULD YOU COME ON SUNDAYS?

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
4 AM	*	1	0.2%	0.2%	*	46	0.2%	0.2%
6 AM	*	4	0.9%	1.1%	*	179	0.8%	1.0%
7 AM	*	17	3.7%	4.8%	*	826	3.5%	4.5%
8 AM	*	67	14.8%	19.6%	*	3,358	14.2%	18.7%
9 AM	*	111	24.4%	44.1%	*	5,189	22.0%	40.7%
10 AM	*	143	31.5%	75.6%	*	8,085	34.2%	74.9%
11 AM	*	31	6.8%	82.4%	*	1,412	6.0%	80.9%
NOON	*	39	8.6%	91.0%	*	2,205	9.3%	90.2%
1 PM	*	19	4.2%	95.2%	*	1,109	4.7%	94.9%
2 PM	*	7	1.5%	96.7%	*	318	1.3%	96.3%
3 PM	*	4	0.9%	97.6%	*	170	0.7%	97.0%
4 PM	*	2	0.4%	98.0%	*	115	0.5%	97.5%
5 PM	*	1	0.2%	98.2%	*	67	0.3%	97.8%
6 PM	*	2	0.4%	98.7%	*	76	0.3%	98.1%
9 PM	*	3	0.7%	99.3%	*	289	1.2%	99.3%
11 PM	*	1	0.2%	99.6%	*	49	0.2%	99.5%
OPEN 24 HRS	*	2	0.4%	100.0%	*	113	0.5%	100.0%
*VALID CASES:			454		*VALID CASES:		23,607	
*MISSING CASES:			488		*MISSING CASES:		27,118	

HOW LATE WOULD YOU STAY MONDAY - THURSDAY?

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
8 AM	*	1	0.2%	8.6%	*	15	0.1%	9.3%
	*				*			
NOON	*	1	0.2%	8.8%	*	26	0.1%	9.4%
	*				*			
1 PM	*	2	0.4%	9.2%	*	101	0.4%	9.8%
	*				*			
2 PM	*	1	0.2%	9.4%	*	12	0.0%	9.9%
	*				*			
3 PM	*	3	0.6%	10.0%	*	195	0.7%	10.6%
	*				*			
4 PM	*	2	0.4%	10.4%	*	46	0.2%	10.8%
	*				*			
5 PM	*	13	2.6%	13.0%	*	821	3.1%	13.8%
	*				*			
6 PM	*	10	2.0%	15.0%	*	410	1.5%	15.3%
	*				*			
7 PM	*	13	2.6%	17.6%	*	583	2.2%	17.5%
	*				*			
8 PM	*	14	2.8%	20.4%	*	879	3.3%	20.8%
	*				*			
9 PM	*	24	4.8%	25.1%	*	1,231	4.6%	25.4%
	*				*			
10 PM	*	122	24.4%	49.5%	*	6,795	25.3%	50.7%
	*				*			
11 PM	*	102	20.4%	69.9%	*	5,414	20.2%	70.9%
	*				*			
MIDNIGHT	*	144	28.7%	98.6%	*	7,428	27.7%	98.5%
	*				*			
1 AM	*	17	3.4%	93.7%	*	1,258	4.7%	94.1%
	*				*			
2 AM	*	18	3.6%	97.3%	*	925	3.4%	97.5%
	*				*			
3 AM	*	6	1.2%	98.5%	*	276	1.0%	98.5%
	*				*			
4 AM	*	1	0.2%	98.7%	*	35	0.1%	98.6%
	*				*			
OPEN 24 HRS	*	7	1.4%	100.0%	*	396	1.5%	100.0%
	*				*			
		*VALID CASES:	501			*VALID CASES:	26,847	
	*				*			
		*MISSING CASES:	441			*MISSING CASES:	23,878	

HOW LATE WOULD YOU STAY ON FRIDAY?

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
10 AM	* *	1	0.2%	0.2%	* *	50	0.2%	0.2%
1 PM	* *	7	1.5%	1.7%	* *	296	1.2%	1.4%
2 PM	* *	9	2.0%	3.7%	* *	436	1.8%	3.2%
3 PM	* *	13	2.8%	6.5%	* *	738	3.0%	6.2%
4 PM	* *	5	1.1%	7.6%	* *	345	1.4%	7.6%
5 PM	* *	80	17.5%	25.1%	* *	4,439	18.3%	25.9%
6 PM	* *	51	11.2%	36.3%	* *	2,476	10.2%	36.1%
7 PM	* *	36	7.9%	44.2%	* *	2,039	8.4%	44.5%
8 PM	* *	34	7.4%	51.6%	* *	1,794	7.4%	51.9%
9 PM	* *	28	6.1%	57.7%	* *	1,332	5.5%	57.4%
10 PM	* *	86	18.8%	76.5%	* *	4,912	20.2%	77.6%
11 PM	* *	38	8.3%	84.8%	* *	2,195	9.0%	88.6%
MIDNIGHT	* *	56	12.3%	97.1%	* *	2,653	10.9%	97.5%
1 AM	* *	3	0.7%	97.8%	* *	233	1.0%	98.5%
2 AM	* *	4	0.9%	98.7%	* *	109	0.4%	98.9%
3 AM	* *	1	0.2%	98.9%	* *	15	0.1%	99.0%
OPEN 24 HRS	* *	5	1.1%	100.0%	* *	225	0.9%	100.0%
	* *	*VALID CASES:	457		* *	*VALID CASES:	24,285	
	* *	*MISSING CASES:	485		* *	*MISSING CASES:	26,440	

HOW LATE WOULD YOU STAY ON SATURDAY?

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
10 AM	* *	2	0.4%	0.4%	* *	54	0.2%	0.2%
NOON	* *	1	0.2%	0.6%	* *	143	0.6%	0.8%
2 PM	* *	2	0.4%	1.0%	* *	75	0.3%	1.1%
3 PM	* *	7	1.5%	2.5%	* *	321	1.3%	2.4%
4 PM	* *	14	3.0%	5.5%	* *	713	2.9%	5.3%
5 PM	* *	78	16.5%	22.0%	* *	3,818	15.4%	20.7%
6 PM	* *	52	11.0%	33.0%	* *	2,588	10.4%	31.1%
7 PM	* *	32	6.8%	39.8%	* *	1,916	7.7%	38.8%
8 PM	* *	44	9.3%	49.1%	* *	2,347	9.5%	48.3%
9 PM	* *	28	5.9%	55.0%	* *	1,529	6.2%	54.5%
10 PM	* *	111	23.5%	78.5%	* *	6,401	25.8%	80.3%
11 PM	* *	34	7.2%	85.7%	* *	2,126	8.6%	88.9%
MIDNIGHT	* *	50	10.6%	96.3%	* *	2,007	8.1%	97.0%
1 AM	* *	2	0.4%	96.7%	* *	155	0.6%	97.6%
2 AM	* *	9	1.9%	98.6%	* *	373	1.5%	99.1%
3 AM	* *	1	0.2%	98.8%	* *	15	0.1%	99.2%
OPEN 24 HRS	* *	5	1.1%	100.0%	* *	238	1.0%	100.0%
	* *	*VALID CASES:	472		* *	*VALID CASES:	24,818	
	* *	*MISSING CASES:	470		* *	*MISSING CASES:	25,907	

HOW LATE WOULD YOU STAY ON SUNDAY?

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
10 AM	* *	2	0.5%	0.5%	* *	53	0.2%	0.2%
NOON	* *	1	2.2%	0.7%	* *	131	0.6%	0.8%
1 PM	* *	1	0.2%	0.9%	* *	45	0.2%	1.0%
2 PM	* *	3	0.7%	1.6%	* *	127	0.6%	1.6%
3 PM	* *	6	1.4%	3.0%	* *	292	1.3%	2.9%
4 PM	* *	9	2.2%	5.2%	* *	487	2.2%	5.1%
5 PM	* *	28	6.8%	12.0%	* *	1,421	6.5%	11.6%
6 PM	* *	30	7.2%	19.2%	* *	1,572	7.1%	18.7%
7 PM	* *	18	4.3%	23.5%	* *	883	4.0%	22.7%
8 PM	* *	23	5.6%	29.1%	* *	1,352	6.2%	28.9%
9 PM	* *	14	3.4%	32.5%	* *	613	2.8%	31.7%
10 PM	* *	111	26.8%	59.3%	* *	6,411	29.2%	60.9%
11 PM	* *	45	10.9%	70.2%	* *	2,412	11.0%	71.9%
MIDNIGHT	* *	91	22.0%	92.2%	* *	4,367	19.9%	91.8%
1 AM	* *	13	3.1%	95.3%	* *	822	3.7%	99.5%
2 AM	* *	10	2.4%	97.7%	* *	520	2.4%	97.8%
3 AM	* *	3	0.7%	98.4%	* *	179	0.8%	98.7%
OPEN 24 HRS	* *	6	1.4%	100.0%	* *	302	1.4%	100.0%
	* *	*VALID CASES:	414		* *	*VALID CASES:	21,989	
	* *	*MISSING CASES:	528		* *	*MISSING CASES:	28,736	

EVER USED ONLINE CATALOG?

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* 309 *	33.0%	33.0%	* 15,804 *	31.4%	31.4%
NO	* 627 *	67.0%	100.0%	* 34,553 *	68.6%	100.0%
	*VALID CASES: 936 *			*VALID CASES: 50,357 *		
	*MISSING CASES: 6 *			*MISSING CASES: 368 *		

ATTITUDE TOWARD ONLINE CATALOG

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
VERY FAV	* 140 *	45.8%	45.8%	* 6,911 *	44.2%	44.2%
SOME FAV	* 133 *	43.5%	89.2%	* 7,106 *	45.4%	89.6%
SOME UNFAV	* 29 *	9.5%	98.7%	* 1,427 *	9.1%	98.7%
VERY UNFAV	* 4 *	1.3%	100.0%	* 202 *	1.3%	100.0%
	*VALID CASES: 306 *			*VALID CASES: 15,646 *		
	*MISSING CASES: 636 *			*MISSING CASES: 35,079 *		

HOW DID YOU LEARN TO USE ONLINE CATALOG?

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
FRIEND	* *	39	12.7%	12.7%	* *	2,364	15.1%	15.1%
PRINT INSTR	* *	62	20.2%	32.9%	* *	3,013	19.2%	34.3%
TERMINAL	* *	14	4.6%	37.5%	* *	728	4.6%	38.9%
STAFF	* *	94	30.6%	68.1%	* *	4,754	30.3%	69.3%
LEC/ORIEN	* *	14	4.6%	72.6%	* *	749	4.8%	74.1%
BY MYSELF	* *	84	27.4%	100.0%	* *	4,065	25.9%	100.0%
*VALID CASES:			307		*VALID CASES:		15,673	
*MISSING CASES:			635		*MISSING CASES:		35,052	

LONGER LOANS TO GRADUATE STUDENTS

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES *	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	379	40.5%	40.5%	20,170	40.1%	40.1%
UNDECIDED	170	18.2%	58.7%	9,116	18.1%	58.2%
NO	387	41.3%	100.0%	21,071	41.8%	100.0%
	*VALID CASES:	936		*VALID CASES:	50,357	
	*MISSING CASES:	6		*MISSING CASES:	368	

LOAN PERIOD FOR GRADUATE STUDENTS

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES *	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
3 WEEKS	164	45.3%	45.3%	8,424	44.1%	44.1%
4 WEEKS	157	43.4%	88.7%	8,074	42.3%	86.4%
OTHER	41	11.3%	100.0%	2,607	13.6%	100.0%
	*VALID CASES:	362		*VALID CASES:	19,106	
	*MISSING CASES:	580		*MISSING CASES:	31,619	

CATEGORY	* * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* * *	743	79.3%	79.3%	* * *	40,790	81.0%	81.0%
NO	* * *	194	20.7%	100.0%	* * *	9,594	19.0%	100.0%
	* *	*VALID CASES: 937			* *	*VALID CASES: 50,384		
		*MISSING CASES: 5				*MISSING CASES: 341		

MOST YOU WOULD PAY PER PAGE

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
5 CENTS	* *	567	76.1%	76.1%	* *	31,113	76.1%	76.1%
10 CENTS	* *	135	18.1%	94.2%	* *	6,697	16.4%	92.5%
15 CENTS	* *	26	3.5%	97.7%	* *	1,784	4.4%	96.8%
20 CENTS	* *	12	1.6%	99.3%	* *	731	1.8%	98.6%
25 CENTS	* *	5	0.7%	100.0%	* *	558	1.4%	100.0%
	* *	*VALID CASES:	745		* *	*VALID CASES:	40,883	
		*MISSING CASES:	197			*MISSING CASES:	9,842	

EVER MADE COMPLAINT?

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES *	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* 132 *	14.1%	14.1%	* 7,328 *	14.6%	14.6%
NO	* 804 *	85.9%	100.0%	* 42,915 *	85.4%	100.0%
	*VALID CASES: 936 *			*VALID CASES: 50,242 *		
	*MISSING CASES: 6 *			*MISSING CASES: 483 *		

EVALUATION OF BOOKS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	257	27.4%	27.4%	* *	13,932	27.7%	27.7%
GOOD	* *	576	61.5%	88.9%	* *	30,910	61.5%	89.2%
POOR	* *	38	4.1%	93.0%	* *	1,829	3.6%	92.8%
VERY POOR	* *	5	0.5%	93.5%	* *	232	0.5%	93.3%
NEVER USE	* *	61	6.5%	100.0%	* *	3,389	6.7%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,292	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	433	

EVALUATION OF CURRENT PERIODICALS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	207	22.1%	22.1%	* *	10,501	20.9%	20.9%
GOOD	* *	440	47.0%	69.1%	* *	25,174	50.1%	70.9%
POOR	* *	118	13.6%	81.6%	* *	6,356	12.6%	83.6%
VERY POOR	* *	14	1.5%	83.1%	* *	736	1.5%	85.0%
NEVER USE	* *	158	16.9%	100.0%	* *	7,524	15.0%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,292	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	433	

EVALUATION OF BOUND PERIODICALS

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	148	15.8%	15.8%	* *	7,596	15.1%	15.1%
GOOD	* *	421	44.9%	60.7%	* *	23,586	46.9%	62.0%
POOR	* *	87	9.3%	70.0%	* *	4,479	8.9%	70.9%
VERY POOR	* *	19	2.0%	72.0%	* *	1,006	2.0%	72.9%
NEVER USE	* *	262	28.0%	100.0%	* *	13,625	27.1%	100.0%
		*VALID CASES:	937			*VALID CASES:	50,292	
		*MISSING CASES:	5			*MISSING CASES:	433	

EVALUATION OF MICROFORM MATERIALS

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	146	15.6%	15.6%	* *	7,506	14.9%	14.9%
GOOD	* *	320	34.2%	49.7%	* *	17,744	35.3%	50.2%
POOR	* *	60	6.4%	56.1%	* *	3,507	7.0%	57.2%
VERY POOR	* *	9	1.0%	57.1%	* *	401	0.8%	58.0%
NEVER USE	* *	402	42.9%	100.0%	* *	21,134	42.0%	100.0%
		*VALID CASES:	937			*VALID CASES:	50,292	
		*MISSING CASES:	5			*MISSING CASES:	433	

EVALUATION OF DOCUMENTS

CATEGORY	* * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	61	6.5%	6.5%	* *	3,458	6.9%	6.9%
GOOD	* *	198	21.1%	27.6%	* *	11,272	22.4%	29.3%
POOR	* *	33	3.5%	31.2%	* *	1,754	3.5%	32.8%
VERY POOR	* *	7	0.7%	31.9%	* *	279	0.6%	33.3%
NEVER USE	* *	638	68.1%	100.0%	* *	33,529	66.7%	100.0%
		*VALID CASES:	937			*VALID CASES:	50,292	
		*MISSING CASE	7			*MISSING CASES:	433	

DO YOU NEED PACIFIC RIM MATERIALS?

CATEGORY	* * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* *	247	26.4%	26.4%	* *	14,265	28.4%	28.4%
NO	* *	689	73.6%	100.0%	* *	35,999	71.6%	100.0%
		*VALID CASES:	936			*VALID CASES:	50,265	
		*MISSING CASES:	6			*MISSING CASES:	460	

EVALUATION OF REFERENCE DESK

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	338	36.1%	36.1%	* *	17,791	35.4%	35.4%
GOOD	* *	467	49.9%	86.0%	* *	24,980	49.7%	85.1%
POOR	* *	32	3.4%	89.4%	* *	2,030	4.0%	89.2%
VERY POOR	* *	1	0.1%	89.5%	* *	43	0.1%	89.3%
NEVER USE	* *	98	10.5%	100.0%	* *	5,399	10.7%	100.0%
		*VALID CASES:	936			*VALID CASES:	50,243	
		*MISSING CASES:	6			*MISSING CASES:	482	

EVALUATION OF CIRCULATION DESK

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	276	29.5%	29.5%	* *	14,957	29.7%	29.7%
GOOD	* *	500	53.4%	82.8%	* *	27,170	54.0%	83.8%
POOR	* *	37	3.9%	86.8%	* *	2,115	4.2%	88.0%
VERY POOR	* *	3	0.3%	87.1%	* *	130	0.3%	88.2%
NEVER USE	* *	121	12.9%	100.0%	* *	5,920	11.8%	100.0%
		*VALID CASES:	937			*VALID CASES:	50,292	
		*MISSING CASES:	5			*MISSING CASES:	433	

EVALUATION OF MICROFORM ROOM

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	165	17.6%	17.6%	* *	8,860	17.6%	17.6%
GOOD	* *	335	35.8%	53.4%	* *	17,990	35.8%	53.4%
POOR	* *	44	4.7%	58.1%	* *	2,401	4.8%	58.2%
VERY POOR	* *	7	0.7%	58.8%	* *	255	0.5%	58.7%
NEVER USE	* *	386	41.2%	100.0%	* *	20,786	41.3%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,292	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	433	

EVALUATION OF FINE ARTS SERVICE DESK

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELENT	* *	95	10.1%	10.1%	* *	5,609	11.2%	11.2%
GOOD	* *	170	18.1%	28.3%	* *	9,682	19.3%	30.4%
POOR	* *	35	3.7%	32.0%	* *	1,887	3.8%	34.2%
VER POOR	* *	4	0.4%	32.4%	* *	211	0.4%	34.6%
NEVER USE	* *	633	67.6%	100.0%	* *	32,903	65.4%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,292	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	433	

EVALUATION OF INTERLIBRARY LOAN

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	53	5.7%	5.7%	* *	2,966	5.9%	5.9%
GOOD	* *	138	14.7%	20.4%	* *	8,397	16.7%	22.6%
POOR	* *	27	2.9%	23.3%	* *	1,481	2.9%	25.5%
VERY POOR	* *	3	0.3%	23.6%	* *	74	0.1%	25.7%
NEVER USE	* *	716	76.4%	100.0%	* *	37,374	74.3%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,292	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	433	

EVALUATION OF GROUP STUDY ROOMS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	122	13.0%	13.0%	* *	6,696	13.3%	13.3%
GOOD	* *	339	36.2%	49.2%	* *	18,483	36.8%	50.1%
POOR	* *	134	14.3%	63.5%	* *	6,943	13.8%	63.9%
VERY POOR	* *	38	4.1%	67.6%	* *	1,766	3.5%	67.4%
NEVER USE	* *	304	32.4%	100.0%	* *	16,404	32.6%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,292	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	433	

EVALUATION OF INDIVIDUAL STUDY ROOMS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	122	13.0%	13.0%	* *	6,921	13.8%	13.8%
GOOD	* *	300	32.0%	45.0%	* *	16,475	32.8%	46.5%
POOR	* *	93	9.9%	55.0%	* *	4,582	9.1%	55.6%
VERY POOR	* *	34	3.6%	58.6%	* *	1,978	3.9%	59.6%
NEVER USE	* *	388	41.4%	100.0%	* *	20,336	40.4%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,292	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	433	

EVALUATION OF SEATING

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	160	17.1%	17.1%	* *	9,227	18.3%	18.3%
GOOD	* *	582	62.1%	79.2%	* *	30,632	60.9%	79.3%
POOR	* *	127	13.6%	92.7%	* *	6,863	13.6%	92.9%
VERY POOR	* *	30	3.2%	95.9%	* *	1,669	3.3%	96.2%
NEVER USE	* *	38	4.1%	100.0%	* *	1,901	3.8%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,292	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	433	

EVALUATION OF SIGNS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	150	16.0%	16.0%	* *	8,363	16.6%	16.6%
GOOD	* *	558	59.6%	75.6%	* *	29,876	59.5%	76.1%
POOR	* *	128	13.7%	89.3%	* *	6,962	13.9%	90.0%
VERY POOR	* *	10	1.1%	90.4%	* *	462	0.9%	90.9%
NEVER USE	* *	90	9.6%	100.0%	* *	4,571	9.1%	100.0%
	* *	*VALID CASES:	936		* *	*VALID CASES:	50,234	
	* *	*MISSING CASES:	6		* *	*MISSING CASES:	491	

EVALUATION OF CLEANLINESS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	189	20.2%	20.2%	* *	10,673	21.2%	21.2%
GOOD	* *	568	60.6%	80.8%	* *	29,558	58.8%	80.1%
POOR	* *	135	14.4%	95.2%	* *	7,493	14.9%	95.0%
VERY POOR	* *	25	2.7%	97.9%	* *	1,387	2.8%	97.8%
NO OPINION	* *	20	2.1%	100.0%	* *	1,128	2.2%	100.0%
	* *	*VALID CASES:	937		* *	*VALID CASES:	50,239	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	486	

EVALUATION OF NOISE LEVEL

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* 95 *	10.1%	10.1%	* 5,331 *	10.6%	10.6%
GOOD	* 535 *	57.1%	67.2%	* 28,194 *	56.1%	66.7%
POOR	* 227 *	24.2%	91.5%	* 12,601 *	25.1%	91.8%
VERY POOR	* 59 *	6.3%	97.8%	* 2,823 *	5.6%	97.4%
NO OPINION	* 21 *	2.2%	100.0%	* 1,289 *	2.6%	100.0%
	*VALID CASES:	937		*VALID CASES:	50,239	
	*MISSING CASES:	5		*MISSING CASES:	486	

EVALUATION OF INTERIOR DECORATIONS

CATEGORY	* NUMBER OF * RESPONSES *	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* 95 *	10.1%	10.1%	* 5,273 *	10.5%	10.5%
GOOD	* 497 *	53.0%	63.1%	* 26,089 *	51.8%	62.2%
POOR	* 216 *	23.0%	86.1%	* 12,299 *	24.4%	86.7%
VERY POOR	* 72 *	7.7%	93.8%	* 3,805 *	7.6%	94.2%
NO OPINION	* 58 *	6.2%	100.0%	* 2,919 *	5.8%	100.0%
	*VALID CASES:	938		*VALID CASES:	50,348	
	*MISSING CASES:	4		*MISSING CASES:	341	

EVALUATION OF REST ROOMS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	106	11.3%	11.3%	* *	6,021	11.9%	11.9%
GOOD	* *	531	56.6%	67.9%	* *	27,882	55.3%	67.3%
POOR	* *	197	21.0%	88.9%	* *	10,980	21.8%	89.1%
VERY POOR	* *	57	6.1%	95.0%	* *	3,064	6.1%	95.2%
NO OPINION	* *	47	5.0%	100.0%	* *	2,438	4.8%	100.0%
	* *	*VALID CASES:	938		* *	*VALID CASES:	50,384	
	* *	*MISSING CASES:	4		* *	*MISSING CASES:	341	

EVALUATION OF PHOTOCOPIERS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
EXCELLENT	* *	46	4.9%	4.9%	* *	2,638	5.2%	5.2%
GOOD	* *	355	37.8%	42.8%	* *	18,563	36.8%	42.1%
POOR	* *	327	34.9%	77.6%	* *	17,749	35.2%	77.3%
VERY POOR	* *	142	15.1%	92.8%	* *	7,925	15.7%	93.0%
NEVER USE	* *	68	7.2%	100.0%	* *	3,509	7.0%	100.0%
	* *	*VALID CASES:	938		* *	*VALID CASES:	50,384	
	* *	*MISSING CASES:	4		* *	*MISSING CASES:	341	

LIBRARY USE BY NON-CSUN PEOPLE

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
STRONG FAV	* *	189	21.8%	21.8%	* *	10,383	22.1%	22.1%
TEND FAV	* *	381	44.0%	65.9%	* *	20,432	43.6%	65.7%
NO OPINION	* *	188	21.7%	87.6%	* *	10,249	21.9%	87.6%
TEND DSFAV	* *	86	9.9%	97.6%	* *	4,586	9.8%	97.4%
STRONG DSFAV	* *	21	2.4%	100.0%	* *	1,237	2.6%	100.0%
	* *	*VALID CASES:		865	* *	*VALID CASES:		46,887
	* *	*MISSING CASES:		77	* *	*MISSING CASES:		3,838

Appendix 2

WORST THING ABOUT LIBRARY

CATEGORY	* * * * *	NUMBER OF RESPONSES	PCT OF RESPONSES	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED PCT OF RESPONSES
NOT FIND MATRL	*	28	3.6%	*	1,534	3.6%
	*			*		
CKOUT/MIS MATRL	*	7	0.9%	*	360	0.8%
	*			*		
CROWDED	*	23	2.9%	*	1,005	2.3%
	*			*		
DECOR	*	14	1.8%	*	524	1.2%
	*			*		
DIRECT SIGNS	*	4	0.5%	*	119	0.3%
	*			*		
ESCALATORS	*	33	4.2%	*	1,835	4.3%
	*			*		
FINES	*	3	0.4%	*	112	0.3%
	*			*		
GARBAGE	*	8	1.0%	*	677	1.6%
	*			*		
HOURS	*	76	9.7%	*	4,505	10.4%
	*			*		
LACK OF HELP	*	6	0.8%	*	410	0.9%
	*			*		
LIB MATERIAL	*	53	6.8%	*	2,361	5.5%
	*			*		
LIGHTING	*	14	1.8%	*	965	2.2%
	*			*		
LOCATION	*	5	0.6%	*	136	0.3%
	*			*		
FOOD	*	27	3.5%	*	1,558	3.6%
	*			*		
NOISE LEVEL	*	128	16.4%	*	6,475	15.0%
	*			*		
OPEN BAG LEAVE	*	47	6.0%	*	2,932	6.8%
	*			*		
OVIATT PAINTING*	*	12	1.5%	*	703	1.6%
	*			*		
PARKING	*	6	0.8%	*	280	0.6%
	*			*		
PHOTOCOPIERS	*	66	8.4%	*	4,201	9.7%
	*			*		
REST ROOMS	*	39	5.0%	*	2,305	5.3%
	*			*		
SEATING	*	47	6.0%	*	2,554	5.9%
	*			*		
SEPARATE LIB	*	19	2.4%	*	901	2.1%
	*			*		
SHORT LOAN PER	*	6	0.8%	*	279	0.6%
	*			*		
SMOKING	*	5	0.6%	*	417	1.0%
	*			*		
STAFF	*	19	2.4%	*	1,402	3.2%

Appendix 2

WORST THING ABOUT LIBRARY

CATEGORY	* NUMBER OF * RESPONSES *	PCT OF RESPONSES	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED PCT OF RESPONSES
STUDY ROOMS	* 27	3.5%	* 1,470	3.4%
TEMPERATURE	* 40	5.1%	* 2,286	5.3%
MICROFORM	* 4	0.5%	* 214	0.5%
CIRCULATION	* 10	1.3%	* 404	0.9%
COMP TERMIALS	* 1	0.1%	* 44	0.1%
ELEVATORS	* 4	0.5%	* 128	0.3%
PER RM	* 1	0.1%	* 66	0.2%
	* *VALID CASES:	626	* *VALID CASES:	34,321
	* *MISSING CASES:	316	* *MISSING CASES:	16,404

Appendix 2

BEST THING ABOUT LIBRARY

CATEGORY	* NUMBER OF * RESPONSES *	PCT OF RESPONSES	* WEIGHTED * NUMBER OF * RESPONSES	WEIGHTED PCT OF RESPONSES
ATMOSPHERE	113	13.8%	6,272	14.3%
BUILDING	23	2.8%	1,287	2.9%
CIRCULATION	12	1.5%	706	1.6%
COMP RESRCH	13	1.6%	575	1.3%
CONVENIENCE	79	9.6%	4,533	10.3%
GEN PRAISE	22	2.7%	895	2.0%
HOURS	41	5.0%	2,049	4.7%
IML	3	0.4%	177	0.4%
ILL	3	0.4%	246	0.6%
LIB MATERIAL	258	31.4%	13,153	30.0%
QUIET	29	3.5%	1,434	3.3%
REF LIBRNS	39	4.8%	2,327	5.3%
RES BK RM	1	0.1%	18	0.0%
SEATING	48	5.8%	2,877	6.6%
SERVICES	18	2.2%	1,139	2.6%
STAFF	78	9.5%	3,749	8.5%
STUDY RMS	9	1.1%	799	1.8%
TEMPERATURE	2	0.2%	96	0.2%
MICROFORM RM	9	1.1%	757	1.7%
COMPUTERS	8	1.0%	198	0.5%
ONLINE CAT	4	0.5%	234	0.5%
FINE ARTS	5	0.6%	212	0.5%
LRC	3	0.4%	56	0.1%
PER RM	1	0.1%	79	0.2%
*VALID CASES:		709	*VALID CASES:	38,099
*MISSING CASES:		233	*MISSING CASES:	12,626

CSUN STUDENTS ONLY
WOULD TAKE LIBRARY RESEARCH CLASS?

CATEGORY	* * * * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * * * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES, DAY	*	108	13.0%	13.0%	*	6,697	14.8%	14.8%
YES, NIGHT	*	31	3.7%	16.7%	*	1,582	3.5%	18.3%
YES, SUMMER	*	26	3.1%	19.8%	*	1,328	2.9%	21.2%
YES, ANYTIME	*	116	13.9%	33.8%	*	5,790	12.8%	34.1%
NO	*	551	66.2%	100.0%	*	29,816	65.9%	100.0%
*VALID CASES:	*		832		*		45,212	
*MISSING CASES:	*		4		*		248	

CSUN STUDENTS ONLY
LONGER LOANS TO GRADUATE STUDENTS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
YES	* *	340	40.9%	40.9%	* *	17,888	39.6%	39.6%
UNDECIDED	* *	148	17.8%	58.7%	* *	8,137	18.0%	57.6%
NO	* *	343	41.3%	100.0%	* *	19,161	42.4%	100.0%
	* *	*VALID CASES:	831		* *	*VALID CASES:	45,185	
	* *	*MISSING CASES:	5		* *	*MISSING CASES:	276	

CSUN STUDENTS ONLY
LOAN PERIODS FOR GRADUATE STUDENTS

CATEGORY	* * *	NUMBER OF RESPONSES	RELATIVE FREQUENCY	CUMULATIVE FREQUENCY	* * *	WEIGHTED NUMBER OF RESPONSES	WEIGHTED RELATIVE FREQUENCY	WEIGHTED CUMULATIVE FREQUENCY
3 WEEKS	* *	152	46.6%	46.6%	* *	7,881	46.4%	46.4%
4 WEEKS	* *	139	42.6%	89.3%	* *	7,049	41.5%	88.0%
OTHER	* *	35	10.7%	100.0%	* *	2,039	12.0%	100.0%
	* *	*VALID CASES:	326		* *	*VALID CASES:	16,970	
	* *	*MISSING CASES:	510		* *	*MISSING CASES:	28,491	

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

CAN'T FIND MATERIALS

during finals a lot of books being returned

online catalog does not have everything I need

confusion in looking things up (books)

finding books; they are out of place

finding the periodicals because they are not replaced in the proper location

some things are not labeled clearly enough

unavailability of books

books are never where they should be

I have trouble finding books I need even though I have all the information

seems that every time I come to search for books they're out of place

finding periodicals and books at times is complicated; the reference computers are hard to use, should be a class on that

cannot always find a book you want and you know it's here because it's in the card catalog

frustrated not knowing my way around, how to find things

not being able to find things that are here

CHECKED OUT—MISSING MATERIAL

lack of concern for missing books

missing books

damaged books are not repaired as often as they should; pages torn out of books are not being replaced

not complete (some books missing)

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

CIRCULATION DEPARTMENT

they don't get the books back on the shelf soon enough

desk workers need to be courteous

replacement of books to shelf

not being able to take out periodicals

computers always down

computer keeps going down

can't check out books [from high school student]

people working at reserve book room

reserve book room people are not courteous

reserve book room—people working at the reserve book room are
not very courteous

COMPUTER TERMINALS

not enough computer terminals

CROWDED

over populated

too crowded

too many people

DECOR

color of walls (Oviatt)

needs more decorations, at least this library (South)

decorations have got to go (South)

interior decorations (South)

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

it's ugly (South)

South needs better decorations

colors of furniture awful (Oviatt)

fixtures not repaired; overall look needs to be changed (South)

interior decoration—it's ugly; looks like something from stone age (South)

architecture of South Library

DIRECTIONAL SIGNS

finding my way around, ambiguous directional signs

better directions

directions concerning periodical location and availability

ELEVATORS

elevators are slow

ESCALATORS

when the escalator to the fourth floor is cut off

when they turn escalator off and I have to walk

escalators not working

escalators don't work most of the time

escalators are always down, 4th floor

escalators are never running

turn off the escalators too much

escalators—they are always off

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

EXIT CONTROL

having to show books at the exit

opening bags when leaving

inspection at exit

exit inspection

inspection at check out

book checkers

having to open your backpack at front counter

having your books searched; causes congestion

exit and entrance of Oviatt Library, where the book sensor is, is like a cell, keeping people from trespassing

exit people looking into your stuff

checking the bags, briefcases, etc at the exit

the person at the check out doesn't really pay much attention to thing in your bag so why have them there

What is the point of having someone check out bags on the way out? They don't even look at them!

Why do we have a student sitting at the exit waiting for us to open our bags before we can leave? Is this create-a-job or what? Isn't everything in the library electronically tracked anyways, so even if someone was trying to take something the alarm would go off? Irregardless, the student worker is usually doing his/her homework and not paying any attention . . . so why bother?

having to open my book bag when I leave

checking the bag at the exit each time you pass by

FINES

wrongful overdue notices

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

they seem to fine me for things I never took out
flaky fines department

FOOD

that you can't have food
you can't eat while you study
doesn't have a place to eat, vital during finals week
no eating is allowed
should have snack machine in hall ways
you can't eat in here
the problem with the food brought in and eaten in the stacks
no food available
the no eating rule is stupid
you can't bring food here
students bringing food to the library and leaving empty
containers

GARBAGE

the students that use the library who leave their garbage
Oriental people on the 4th floor make a big mess, mess around
with copy machines, etc.
messiness and the rest room problem
finals week the place is a mess, can't study
super dirty on weekends

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

HOURS

check out time

closes too early

it closes too early—open all night

it's open the time I work

weekdays library hours, closed at 10 pm

IML section not open on weekends

hours—not open long enough

closes too early

hours too short

summer hours, break hours—closed most of the time

Sunday hours

library closes too early

vacation hours are horrible; need weekend hours badly!!

not open long enough, should be open more on weekends and summer;
stay open later during breaks, weekends

the audio-visual room should be open on Saturday and Sunday

the 1st floor is the only floor left open after 10 pm and it's
the worst floor as far as seating and comfort

doesn't open till 1 pm on Sundays

opening hours inadequate

the upper floors closing at 9:45

lousy hours

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

LACK OF HELP

when they don't help you
not enough people to help students
lack of service toward University students
service is not always available
lack of help

LIBRARY MATERIALS

current magazine system
not enough books about different cultures
all the books are old
disorganization of periodicals
not enough information and periodicals on exercise science
many books are very old
lack of updated material
gaps in science books and journals
any books on black history
bound periodicals are torn and hard to copy
the selection is limited
people taking reference books (should be chained to desk) (joke)
they don't have any books on black history
I have an occasional need to drive to UCLA to use the research
library for materials that aren't here
separation of psych materials; books not up to date
not enough books on the different subjects

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

they do not have books for my major [Religious Studies]
don't carry enough books on black history
not enough books written about and written by black authors
there are more unnecessary books than important ones
not enough books by current black writers
periodicals need wider variety
don't have a wide variety of health journals
need more engineering books and computer science books
not enough engineering books
need books written by black authors
inadequacy of ethnic materials
if there could be additional copies of certain up-to-date
material
not enough books available
more recent books on pacific rim and languages
not enough new engineering books
the 4th floor music section needs a wider variety
materials are too scattered
lack of materials

LIGHTING

need better lighting
South Library is dark
lighting is bad (Oviatt)
lighting makes you tired

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

blinking lights at closing time

lighting could be better (South)

LOCATION

South Library too far from Oviatt

it's so far away from parking lot (Oviatt)

how far it is inside the campus (Oviatt)

not right next to parking (South)

far from the parking lot (Oviatt)

MICROFORM ROOM

microform room lacks comprehensive information

microfilm room confusing, should be alphabetized instead of numbers

a lot of trouble looking up microfilm; microform paid copies usually most current but a lot of trouble to go through

NOISE LEVEL

noise level by groups outside group study area

noise level—not being able to find a quiet place; library being used for socializing and nothing is being done

students talking when they are supposed to be studying

trying to use the study areas and people talking

sometimes it gets too noisy and not enough supervision to tell them to be quiet

noise level is too much

non-CSUN people coming and making noise

people are very noisy during the day time

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

noise level during the day

too many people talk loud on 2nd floor

too much noise during finals

noise level is too high

noise in Oviatt

loud talking

groups of sororities and fraternities are too noisy

talking in study areas

noise level during mid-terms and finals

some people make a lot of noise

the noise level in the study area

fraternities make too much commotion; too many youngsters, not here really to study

groups of people get together and it's too noisy, no one to monitor that

people chatting in here; no monitors

too many people which creates too much noise, especially in the lobbies

talkers while trying to study (it gets worse every semester)

when the greeks make too much noise on 3rd floor

noise, dirt during finals; madhouse [during] finals

non-CSUN people are usually noisy kids

the shelveers talk too much

noise level from fraternities

noise—frat people, obnoxious people

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

don't enforce rules, because it's noisy

no regulation of noise level

high school students using group study rooms and talking in the halls

noisy—too many high school kids hang out and stay in group study rooms, smoke, etc.

noise level not enforced; check ID of high school [students] who cause noise; should not be used as a social place

OVIATT PAINTINGS

the art work

the Satanic style pictures that are located upstairs Oviatt

the paintings are Satanic

art work in the hallways need to be changed

PHOTOCOPIERS

the photocopiers are always out of order

bad photocopy machines, always broken

copy machines go down and are not fixed; long line to make copies

photocopy machines—always something wrong with them, never enough of them either

broken photocopiers

not enough Xerox machine

having to wait for the photocopiers

photocopiers not in service

photocopy machines terrible

photocopy machines are extremely bad

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

when the photocopiers break down

photocopiers are always broken

photocopy machines--need a few that work every once in a while

REST ROOMS

rest rooms on weekends

bigger bathrooms on 1st floor

cleanliness in the rest rooms

rest rooms need cleaning

graffiti on the walls on the men's rest room; gives the feeling that this is not a school atmosphere

bathrooms on weekends are totally disgusting

bathrooms need weekend maintenance

bathrooms should be kept a little cleaner

when I first came to CSUN I though urinating on the toilet seats was a prerequisite all students needed to do

rest rooms are small and dirty!

no one cleans up rest rooms on weekends

need cleaner rest rooms

the bathrooms are gross

SEATING

uncomfortable seats (South)

no place to lay down

needs more seats; more space (South)

chairs are not comfortable (South)

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

not enough individual seating and are not big enough

don't like the cubicles, I feel trapped

not enough seating during finals

chairs are uncomfortable (South)

sometimes there aren't enough seats

not being able to find a seat to sit a lot of times

South needs comfortable seats

graffiti on desks

seats uncomfortable (South)

seating arrangement; seats too comfortable, fall to sleep

not comfortable, more privacy for individual

not enough study areas (for individuals)

use of chairs as beds, etc. which limits available seating

people shouldn't be able to sleep on the couches—meaning not enough seats

finals week—not enough seating, need more

writing on the desks and in the individual study rooms

you can never find a seat

South Library has inadequate study space

not enough couches—more room; build more space

people sleeping on couches

not comfortable library to study in (Oviatt)

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

SEPARATE LIBRARIES

related subjects split between both libraries; i.e. social science and education materials

two libraries instead of one

don't like separate libraries because of walking in the dark

it's that both libraries are separate; they should be combined together

There's a card catalog in this library and not one in the South. It's annoying to have to go back and forth to each library to look up a book.

the fact that periodicals (bound) are not in one building; the whole library should be in one building for that maybe

should not have to go to both libraries for same materials

SHORT LOAN PERIOD

extend book check out from two weeks to a longer period

too short a check out period for books

teachers being able to check out books for how long they want

short period for checking out books

only two weeks for check out

longer period for checking out books

time period they let you use the books; two weeks is too short

SMOKING

no smoking

smoking is allowed

smoking in the periodical room

smoking in the library

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

STAFF

Fine Arts desk people are not courteous

not enough staffing

the ladies on fourth floor are very rude

No one knows what they are doing—they give you the runaround. They tell you to go to someone else and then that person tells you to go back to where you just came from.

the phone reference service is short staffed

need more staff

[need] knowledgeable staff in Fine Arts Service area

people who work here make a lot of noise while performing their tasks

STUDY ROOMS

not enough study rooms

graduate and faculty rooms are limited to graduate students

individual study rooms

group study room never empty always same people using it

frats should not be able to use study rooms

the study rooms that can be used by upwards of 20 people but usually are occupied by 3 to 4 students; can't get enough small group rooms

study rooms are used by Korean kids who make a lot of noise

they won't allow people to use individual study rooms unless grad

reserve undergraduate rooms

hard to find group study rooms

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

TEMPERATURE

room temperature, freezing on hot days, too hot on cold days
(South)

heating (Oviatt)

air conditioner and heater (Oviatt)

sometimes it's very cold; air conditioning is up too high
(Oviatt)

stuffy in here (Oviatt)

too warm (South)

it's hot on the third & fourth floors (Oviatt)

hot; no air circulation (Oviatt)

heat too high (Oviatt)

too warm in here (Oviatt)

do something about the heating-cooling system

air conditioner not under control and at night they always turn
off air conditioner

air conditioning system breaks down

OTHER

the catalog system makes you walk up and down especially in the
art section

Nation Council on Deafness (NOD) Library

no outdoor study space (patio area)

don't tell you when it is time to leave, should be announced

both entrances should be open (South)

the building itself is too old (South)

no enforcement of rules

Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

possibility of asbestos particles floating around

complexity

Learning Resource Center needs to be kept open longer

confusing

security guards during finals

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

ATMOSPHERE

best place to study

good for studying and research

great place to study

can study

good environment to study

clean and comfortable

you can come here to study when you can't study at home

they allow you to sleep

good place to study, can concentrate

great place to study

size; big enough can always get a seat or table (South)

comfortable (South)

good place to study

comfortable

good place to come to study

nice place to study

not crowded (South)

a great place to study during the weekend

comfortable, nice environment

air quality is very good and the open feeling associated with it

newspaper room, books it has; just that it is a comfortable place to come and study

pleasant physical environment

it's a very relaxing atmosphere to study in

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

good place to think and get away from something
friendly atmosphere
good place for sleeping
quiet and good as a study place
no distractions; can come and study without being disturbed
Oviatt is very comfortable and noise level is good
you can sleep here (Oviatt)
beautiful

BUILDING

physical structure and seems to be well run
cleanliness
good decorations (South)
research facilities
modern art
I like the paintings on the wall
the windows, there is a nice view
windows facing north
windows
view

CIRCULATION

circulation department
quick service at the circulation desk
circulation staff is great

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

new check out system by phone

circulation staff

phone service to check out books

3 dollar waiver on late fees

Circulation desk—Caroline

people that work here, especially the circulation desk, Eloisa,
Susan and Caroline

COMPUTER RESEARCH

new computers being used make it easy to find materials

the computer systems, especially InfoTrac

computers for research

the neat database info system in the Reference Library helped a
lot with my research

computer operations, specifically in the reference of periodical
materials

computer system

computer index

CD-ROM for information retrieval

CONVENIENCE

easy to use, to get in and out; can always find what you are
looking for

whenever you need anything you can come in and pick it up

it's accessible when I need it

it's here

the Library is here

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

easy access to find books

well organized

you can get work done

well organized; books easily located

it exists

easy to find books

at least we have one place to go

big and easy to get to

proximity

convenient place to study

things are easy to find

convenience

easy to use

available, always found what I wanted

availability; open policy—anyone can come

everything is organized; it is very easy to find the books

everything is pretty self explanatory

there is some where to study and research subjects

FINE ARTS SERVICE DESK

Music Dept 4th floor excellent

GENERAL PRAISE

I have everything I need

they have everything I need

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

overall good impression

got everything I need

everything, I like the way it is

nice

well equipped in terms of directional signs and helpfulness

I've always found what I came in for

the whole thing functions very well; all in all it is a very good library

my needs are always met when I come here

I was a graduate student at UCLA, but could never find what I needed at the URL. However, when I came to the Oviatt, there it was on the shelf, just waiting for me. I cannot over emphasize my love of the Oviatt. If you had a sweat shirt sale with the shirt reading "I love the Oviatt Library" I would buy at least two.

I'm usually able to find what I look for

HOURS

opening hours

opens early

hours are good

it's open long periods of time and during vacation breaks

the hours it's open

I like the hours; they are long enough so I can study and get enough done; I also like the exam hours

hours are pretty good

Sunday hours

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

LEARNING RESOURCES CENTER

very good media center

LIBRARY MATERIALS

selection of books

collection of materials

variety of sources

wide range of materials

periodicals

availability of information

large collection of books

never had a problem finding a book

extensive materials easy to get to it

size of holdings

it has a lot of research materials that I need

its variety and volumes of books

big and had all the books that I ever needed

book selection

nice record collection

usually has all the books you need or other information

amount of available sources

I'm able to find most of the materials I need

pretty good about books

access to all the material

availability of all the periodicals

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

periodical section, but could add some more

lots of books

good index

good range of periodicals

books needed are available

good source of materials

collection of books

good collection of materials

materials available

freedom of access to journals

resources

you can find the information that you need

materials and directions

wide variety of books

selection of books

stuff here is very good

the volume of materials and information

good selection of books

reference material

large book collection

it has the books I need

good reference materials

fine selection of books; resources good; books in different fields

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

it's big, good access to books

the reference materials are almost always accessible

seems to have a lot of good material

lot of materials for reference

collection of books

selection of books and periodicals

the collection of books

has a lot of resources

periodicals availability

excellent books

reference materials

do have collections—if one can get a hold of them

reference setion is very good; microform holdings are very good

the research material is excellent

collection of periodicals is excellent

adequate collection with the exception of third world and ethnic materials

the large and varied collection of materials

extensive amount of resources

good selection

seems to have a lot of reference material

good periodical section

good collection of religious books; a decent selection of language books

US and California government documents

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

periodicals—good selection all (bound)

great variety of art books

that the library has a vast collection of books and other materials

ONLINE CATALOG

CLSI

QUIET

quiet place to study

peace, not noisy

quiet to study

quiet for studying

noise level at South Library

quiet environment for studying

REFERENCE LIBRARIANS

the reference desk people are helpful and knowledgeable

reference desk

librarian always helping on the second floor of South Library

reference librarians' help

reference desk very nice

reference desk at Oviatt

reference room

reference help

reference desk is always available

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

the reference librarians are very helpful and don't make one feel stupid when asking for help

friendly and helpful reference librarians

helpful staff, especially reference desk

reference desk is very good

reference desk staff are very helpful

reference desk is really helpful

reference desk help is excellent

pretty good reference area; really helpful and nice reference librarians

staff at reference desk very helpful

reference librarians with one exception

SEATING

availability of cubicles

the couches

availability of seats

comfortable seating; cubby holes

comfortable chairs

grey couches

that there are seats close to the card catalog so you don't have to walk back and forth

cubicles; separation of cubicles, not a long table

SERVICES

Reserve Book Room; Microform Room; IML is great for teachers; Research Center; Math tutor; fine arts section at Oviatt

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

IML is great

Information Desk (selection of goods)

provides service to off campus student

braille map

STAFF

people are helpful

the workers

people are really helpful

the people are helpful

service people are helpful

service is very good

librarians are very helpful

librarians very helpful

nice people

lots of help

people who help

very helpful and quick staff response

you can ask for help

people who work here are the finest

helpfulness of the staff toward the patrons

people here are very good

helpful people

the helpfulness of the staff, they go out of their way to help

people that work here are very helpful and efficient

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

kindness of the staff people, willingness to help, librarians are qualified and excellent

people are available

people who work here are nice and helpful; also there is a lot of help in trying to find things

people I speak with are nice and helpful

like workers' attitudes

the people I asked were extremely helpful

people that are employed here are very courteous and helpful

the people in the library make us feel comfortable all the time

cheerful students and staff working there; very helpful in reference

staff is helpful

people are very nice and helpful

the help; people are nice; the man was real helpful in microfilm library

nice people working in the library

people are friendly and librarians helpful

everyone is so friendly

the workers are always friendly and well informed

very friendly

STUDY ROOMS

individual study rooms

group study rooms are the best place in the library to study because they're the quietest

Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

OTHER

Math Lab

instructional aid television, I think that's a plus

math reading and statistical laboratories; should be publicized
so students would know that they exist

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

BUILDING

escalators do not work consistently

move all the offices to another location, especially on the 3rd floor (South)

get a new escalator

could be cleaner

should remodel the whole library (South)

need to paint South Library, it's ugly

lighting is poor; you should use soft lighting (Oviatt)

change paintings on fourth floor Oviatt

keep the escalators working

keep escalators running

open the elevator to everyone

need better paintings

lighting should be better

make more windows!

they could fix the escalators, sometimes they are not working

more paintings/posters; a lot of space fill up; display cases nice

Make the showcases in the lobby a bit flashier, or up to date. There have been some good displays, but mostly they go unnoticed. How about a bulletin board (not a clip board) where students can leave messages for other students.

do something about paintings on 3rd floor

need to do something about the escalators and stop turning them on and off

speed up the expansion program

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

put in a PA system to announce closing time

South needs to be redecorated

improve art, change more often; I know the art in the hallways was donated but I think it is very gloomy and negative, not conducive to the light fresh atmosphere I would like to see

change paintings--2 comments

change color of 2nd and 4th floor

would like to see both libraries become one, so I wouldn't have to go back and forth

should have both libraries in the same building

should have carpet in South Library

needs a larger photocopying area; more comfortable seating area; better lighting

remodel South--make a lounging area

Looks dreary; have more art inside library. When walking in should be happy. It looks boring modern. Everything else--how to get info--is good. When it gets hot outside they should keep the level of temperature for the A/C low.

need to combine the libraries

improve directional signs

remodel the South Library

better directional signs

combine both libraries

get the air conditioner fixed; combine libraries in one building

CIRCULATION

student workers should know more; books need to get back on the shelves quickly

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

should be able to renew a book by phone

reserve books should be checked out for longer periods

the books are not where they are supposed to be

extend loan period for research oriented materials

more book returns

all books should be able to be checked out for a month; books are in order

better organization returning books to proper shelves

we can only check out books for two weeks; easier way to renew books for out of town students

unclear guidelines for overdue book fines; longer check out periods

missing books, more strict when books are due

books in order

circulation privilege for periodicals for graduates

longer hours for the phone renewal--have people answer the phones for it, instead of getting a recording for 2 hours to renew your books

reshelve books quicker; accurate inventory

people at the circulation desk do not provide courteous service; sometimes they read a book and the patrons have to wait for long to check out books

students should be able to check out all types of books

it's great that they have a 3 dollar waiver on late fees

circulate the books back on the shelf sooner

have a place where people can request certain books

limit number of books able to checkout

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

books on reserve should be allowed to leave the library for the time period

allow patrons to keep book longer

allow non-students to check out books; give equal service to all patrons, especially non-students

should be able to call in books for renewal

explanation of fine procedures

extend time limit on reserve material

keep computer systems running

should have mail-in renewal forms

immediate shelving of books

EXIT CONTROL

I resent having to prove that I'm not a thief when I leave the library

take book detectors out and ban the book bags inspection rule

the book checker at the entrance has to go

person at front who checks your bags must GO!!

I don't like having to open my book bag when no one checks it and we have a scanner

by not checking the bags, briefcases, etc. at the gate

do something about having to open up bags upon leaving to people who never look

FOOD

food service on 5th floor, bar on 6th floor

no eating in the library while studying

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

food machines should be in the library
let us eat in the library
a lounge where you can eat
we need a snack room and beer; we also need a social room
need lunch counter/snack room
need a snack area
should be able to bring food
vending machines, we need coffee machines
there should be some type of food machine inside the library
because people bring food inside anyway
serve refreshments; vending machines

GUARDS

eating rule should be enforced
more monitors
enforce regulations during study hours
monitor walking around to encourage cleanliness, quietness, to
give information
enforce the quietness
increase the number of security guards
enforce 3 people or more rule in group study rooms
the library should have monitors to patrol the various levels
instead of driving (escort) women to their cars
no smoking rule enforced
needs to have assistant to keep students quiet

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

should strictly enforce study room rules and talking restrictions

people should enforce quietness

rule enforcement--2 comments

enforce library rules

have security patrol upstairs to make sure it's not noisy or people eating

enforce rules for quietness

HOURS

needs longer hours from Sunday through Thursday

study lab, open all night

extend library hours to 12:00 during the week

longer hours at night

keep library open Friday and Saturday nights

if CSUN is to be taken seriously as a university we need a library that doesn't hold banker's hours; should be open 24 hours a day or at least till midnight or 1 am

graduate students should be able to use library for longer hours

stay open longer

stay open later

longer hours

stay open till midnight

wish it would be open more hours

24 hour service

longer hours especially on weekends, mid-terms and finals

change hours

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

increase in hours

extend hours on weekends and vacations

later hours at night

open it on Saturday and Sunday earlier

open library more hours, for example Saturdays until 12 pm,
weekdays until midnight

hours should be increased

open later--2 comments

the library should extend their hours to at least 12 pm

I think the library should have longer weekend hours

library should be open 24 hours

stay open later on weekends (open earlier too)

more hours on Saturday

extend hours during the week; finals week, should stay open until
2 am

need to be open earlier

change the hours; make them longer

Oviatt Library should stay open M-Th until 12 am and weekends
till 10 pm and F 6 pm

change hours

leave it open longer

longer hours; longer checkout time

24 hour service; or 6 am to 12 pm

schedule, on Sunday should open early

longer hours

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

change vacation schedule to 10-8

longer hours (Sunday)

longer holiday hours

open earlier on Sundays

I would prefer later hours on Saturday

HOURS--INSTRUCTIONAL MATERIALS LABORATORY

keep IML open on Saturdays and Sundays

open IML on weekends

IML open later

weekend hours for IML

IML open later hours on weekends

INSTRUCTION

more explanation of how to find materials

more tutorial, explanation on given material

improve reference staff; better directions; printout for US govt documents

more signs

list of what the library offers; tutors for different subjects at the library

more detailed directions to find books

more information about library facilities

things could be marked better, the size and volume of books takes a long time to get oriented; more PR to local college students

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more desk staff, also short synopsis of facilities in handout format

instructions on how to use periodicals

need more frequent library orientations, tours

should have tours once a month

there needs to be some kind of central guide to how to use all of the library services

offer an orientation

offering a tour on how to obtain reference materials would be very helpful; need better accessibility to the reference works or further knowledge on how to obtain these materials

library should give a class to people so they would know more about the library

LIBRARY MATERIALS

need wider selection of books

sometimes books are missing from the shelves and they are listed

new current magazine system

have larger selection of general books--leisure reading

need more periodicals

more updated books

more newly released engineering books

get more funds so you can subscribe to more periodicals

more foreign newspapers

lack of book collections about fashion merchandising

get SMC; have current issues on display and rest [of the] issues behind desk

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more compact discs and more players

I would like to see an increase in the science journal collection

extra copies of journals during binding

more IML books in Spanish and film strips

more books and periodicals on computer science

collections--get more copies of popular books and periodicals

need more fiction leisure type books; more fine arts records

improve collection of reference books

provide more copies of periodicals

check to see if all the pages are in the books

periodicals are in two separate buildings, should be in one

remove data base, it's out dated

not enough periodicals

lack periodicals from Third World countries (Africa and Latin America, Caribbean), Black Studies

move psych material up here to Oviatt

bound books more available

missing a number of photo magazines; missing number of Readers Digest; Ventura newspapers should be available

promptly replace lost books if only 1 or 2 copies

more current books on a variety of subjects

keep up to date on new material

needs a bigger Afro-American selection on books

more newspapers

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more periodicals of certain areas not listed; there's Federal in 2nd Reporter series of law books; books go up to 1976- would like to see 84-85

increase in smaller subject area materials instead of business stuff

more recent publications, organization of current periodicals

increase current periodicals

get more books by foreign authors, preferably printed in their original language (Armenian specifically); get a wider collection of tapes and records

need more books on Pan-Africanism; need more books on black history

have more international authors, more topics

general lack of foreign periodicals available for reference

wider selection of records on 4th floor

better control of current magazines

expand collections

certain periodicals with a lot of use duplicate copies be made, that would cut down on copying need

more money for acquisitions

needs more current periodicals

gaps in bound periodicals especially in art history should be filled

double copies of magazines

update the PCC

need to get more suggestions for music 4th floor; need to get suggestions for bigger selection and upkeep the record needles and headphones more often; it is wonderful to study and listen to music

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

get more collections; editions of newspapers from each country
try to bring in more periodicals--speech

need recent books

more research materials and help

increase number of periodicals

more Bulgarian books

broaden the ethnic studies reference books and periodicals

need more periodicals

need variety of magazines

better maintenance of periodicals

update all engineering materials and reference books

please keep periodicals in order and up to date

Should have more engineering text books that teachers use at CSUN. Some books are at reserve book room and can only [be] checked out for 2 hours. I think we should not have this kind of restriction.

should have back up copies of periodicals

get more law journals

update books: fiction or non-fiction

have more periodicals because they are stolen, especially the sciences

get more current issues

improve the quality of the bound periodicals

more periodicals

replace lost books; update periodicals; more specialized areas of periodicals

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

need more journals

eliminate old books that have un-updated information

need to have a wider selection of microfilm

get more stuff

need updated books, current books 70's; advertising and marketing section terrible

stock up on current periodicals

more collections of books on China

update collections

improve math and physics collections

get current periodicals

get more engineering and computer science material; should get more recent computer graphic books

should have new engineering books--2 comments

library should order more new computer science books; it should have more computer graphics books

more current periodicals for students

the quality of many items in the IML is poor; many things in there are just too old

get extra copies of books

update on the collections of books

more student input on the collections material

more research articles available

repair books and update them

improve periodicals, carry extra copies

updating old files

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more periodical indexes and InfoTrac terminals

improve quality of books

not enough pamphlets

should have more computer science books

should have more engineering books

need to have periodicals that are listed in indexes; people to tell how to get them

current periodicals are really torn-up

get current books for engineering

NOISE LEVEL

maintain a quiet study area with signs or people looking over; individual rooms should be sound proof

somehow make it quiet during finals

keep noise level down on all floors

restrict noise

better control of noise level

covers on individual study rooms because noise from outside can be heard inside

need to concentrate on noise level

no radios, walkmans allowed, ever!

too much noise

people should be more quiet

walkmans should be outlawed

noise level should be reduced

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

keep noise level down

people should monitor noise level

there should be some way of reducing noise level

staff talk too loud

noise level down in library

reduce the noise level

PHOTOCOPIERS

more photocopiers

improve copiers

better copiers

Xerox machines should be more reliable

provide more copiers and change machine on the fourth floor

more copy machines that are always in service

fix the Xerox machines

have in-house photocopy service

fix the photocopiers more quickly

regular service on copier machines

improve copying machines

more coin change and photocopy machines

photocopiers are always empty or broken when I happen to need them

more copiers for the microfilm

improve photocopiers (tremendously)

add more copy machines

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

need more copy machines
get more copy machines
get better quality and more reliable copiers
photocopy machine cheaper
get the photocopiers to work
have "quick express" copying machines
double the number of Xerox machines
Xerox cards, you buy \$5 and it makes the cost slightly less
a copy service
more photocopiers
more copy machines, long lines
copy machines should be better

REST ROOMS

increase cleanliness of the bathrooms
bigger bathrooms
need to have weekend maintenance on the bathrooms
keep the bathrooms clean and in working order
more rest rooms
clean rest rooms during the weekend
keep bathrooms clean
bigger rest rooms--and keep them cleaner
rest rooms should be improved
bathrooms should be cleaner

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

need more stalls in bathrooms
rest rooms need to be replaced
need bigger rest rooms
rest rooms need to be keep up
rest rooms need to be bigger
redo bathrooms during high volume times
in Oviatt rest rooms too small
weekend cleaning, especially bathrooms
cleaner rest rooms on weekends

SEATING

more lounge areas
more study cubicles
seating can be improved; too noisy
more seats
more tables and seating
seats too low
more comfortable couch seats
more study rooms, few more couches on each floor
not enough seating for CSUN students
more couches like the ones by the windows all over the place
we need more booths to study in; need a place to rest (bed) in
the rest rooms
there should be more stools

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

need more chairs

more individual study spots; more couches

more seating

tables need to be kept clean

reserve book room should have more desks and chairs

space the seating places

more seats--lounge chairs

should put better chairs in the South Library

clean the gum off the chairs, clean the pencil and ink marks on the desks at least once a week; sometimes people write on the desk and I get ink smeared on me and my books

more private study areas

more comfortable chairs

more comfortable seating in South Library

desk and chairs by the window or improve lighting

seats in the South Library are too hard

more seating with tables

SERVICES

reference computers for books on each floor--if not that, card catalogs

should have a better loan system between colleges

need better cross references

more reference librarians to help people; computers breaking down too often

periodical room does not seem to be taken care of

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

get journals photocopied

Interlibrary Loan should allow more books; more current books;
more group study rooms, especially for required class projects;
better copiers; escort service on weekends

let us laminate any hours; do it ourselves

need to expand library; better system for looking up books

improve number of service personnel in the South Library

keep InfoTrac systems running

books returned should be checked for marks written and defaced;
people should be made to replace/pay for books

let non-CSUN people use the fine arts service equipment

periodical room needs to be organized

should go all computer instead of using card catalog

computerized card catalog for the whole library

computerized card catalog like in the South Library

more floor to floor help

microform room is out of reach

simplify!

more centralized services (if anything, I imagine new buildings
will be added in other campus locations)

more cooperation and staff at reference desk

make the system a little easier

allow to borrow reference books for one or two days

vending machines and lounge

more service on the periodical room desk

should be able to use computers

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

24 hour service; food machines; working air conditioner

need to put more terminal (computer) for research books (like the one in the South Library) as well as for computer classes use (4th floor)

improve computer catalog service

place for submitting of complaints with immediate responses

keep computer systems running

allow people to check out reference books

card catalog difficult to use (add subheadings)

provide a way for blind students to key the elevator

fix tape recorders and turntables on 4th floor and more display of historical days and events on 1st floor lobby

SMOKING

put in a smoking section

no smoking in the library while studying

periodical room needs to be non-smoking

STAFF

reference desk should be improved

get more staff members

sometimes librarians don't know, don't give right answer

more staff

fire the girl (named Melanie) who works on the fourth floor of Oviatt Library

librarians should know more about their areas

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

they need to hire more employees

hire new employees; pay more, I might come work for you

hire friendlier librarians

please get some people who help out around the library to SPEAK ENGLISH!!

need more staff

more staffing; more supervision with study rooms; art on the 4th floor (change it); restrooms; better air circulation

more reference staff

more staffing

increase staff at high volume times

employ student assistants who speak some semblance of English

more reference desk people

I think the employees should make more money

people that work at the library should be more nice; more attention to the students' need

pay workers better

give staff a raise

more staff at reference desk

knowledgeable staff in Fine Arts Service area

more reference staff

I feel the library should not pay students to work. I feel just being able to use the facilities is enough payment for him/her.

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

STUDY ROOMS

need more rooms for group study

more group study rooms--5 comments

more study rooms--2 comments

need more group study rooms--3 comments

grad rooms should be available to everyone

more group study rooms; more individual study rooms

it should have more study rooms

open the graduate study rooms to undergraduates; I've never seen a graduate person use them

more rooms to study in

increase number of study rooms

need to check out who exactly is using study rooms--frats

recommend increasing areas where group discussion takes place aside from study rooms

check out individual study room (like a day or two in advance)

clean up study rooms, especially 4th floor

individual study rooms should be made available for undergraduates and non-CSUN students; it is not only the graduates who are serious about studying

the graduate study rooms should be available to everybody

study rooms--hard to get

study rooms should have a time limit

need study rooms (group) for non-CSUN people

have an individual study room for smokers; have more group study rooms

Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more group study rooms in the South Library

more group and individual study rooms

have time limit on study rooms

should have reservation for study rooms

change policy concerning group study room as it relates to video viewing

TEMPERATURE

sometimes library gets too cold

read the weather report and adjust temperature

the best temperature to study is 64 degrees; it's always too warm in here

better air conditioning

when it is hot, they should turn on the air conditioning and when it is cold they should turn on the heater

air conditioning needs to work, especially on spring and summer days

OTHER

NCOD Library: very poor, sub-standard, does not deserve the name given; many of the staff members are irresponsible and materials are not up-to-date and place is a mess and shambles

need to require people to take pride in the library; students should take a class on human behavior

should integrate mandatory library research project to graduate

keep Learning Resource open

should have LRC tutorial on weekends for night students